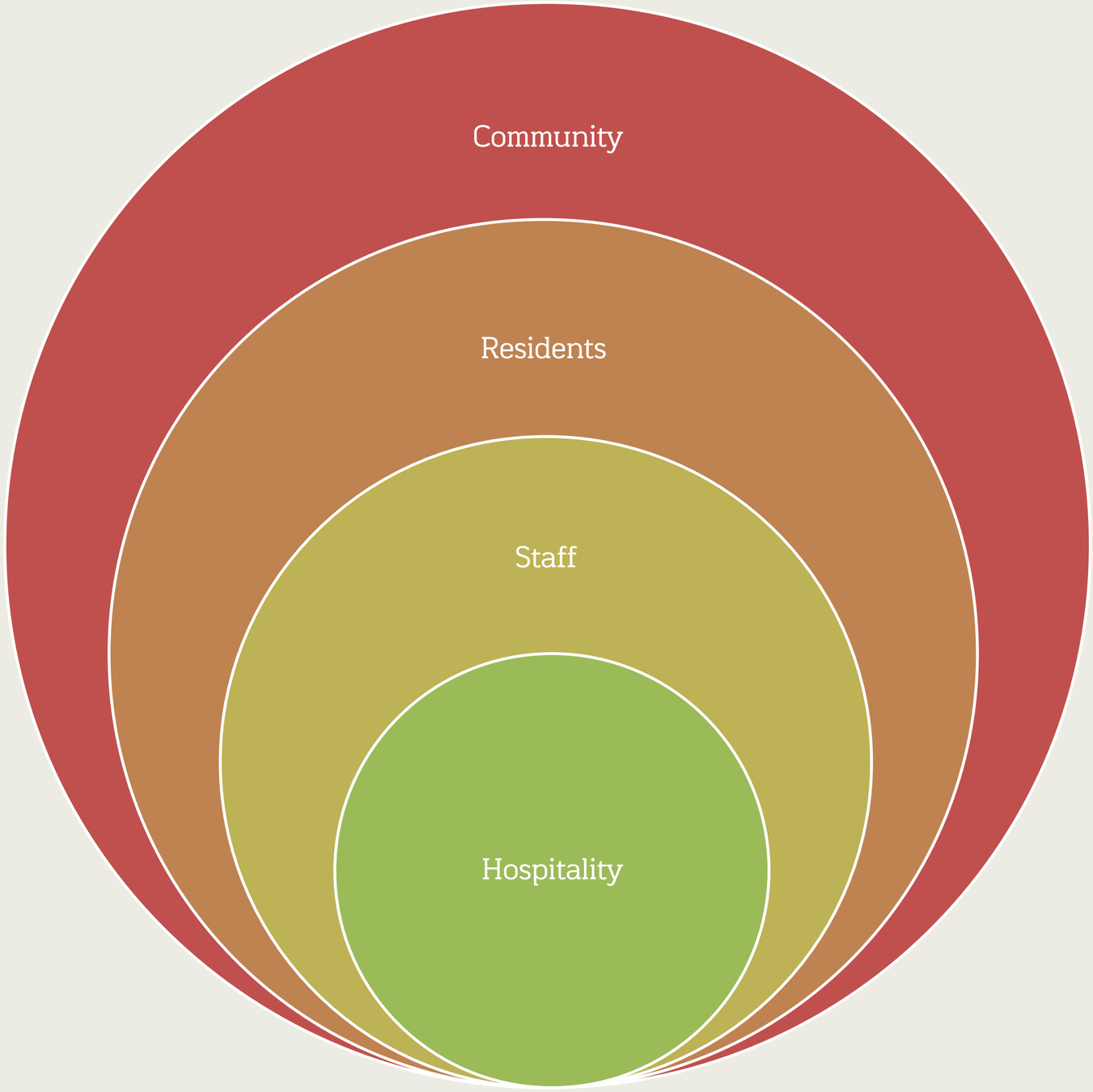
More Than a Meal

Making Every Moment Count

Presented by Jennifer Parham, RD, LD

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FOODSERVICE
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MENU


Community
Residents
Staff
Hospitality


"If everyone is moving forward together,
raleigh
then success takes care of itself."
- Henry Ford

Turning Over Rocks

Hunt for Every Detail

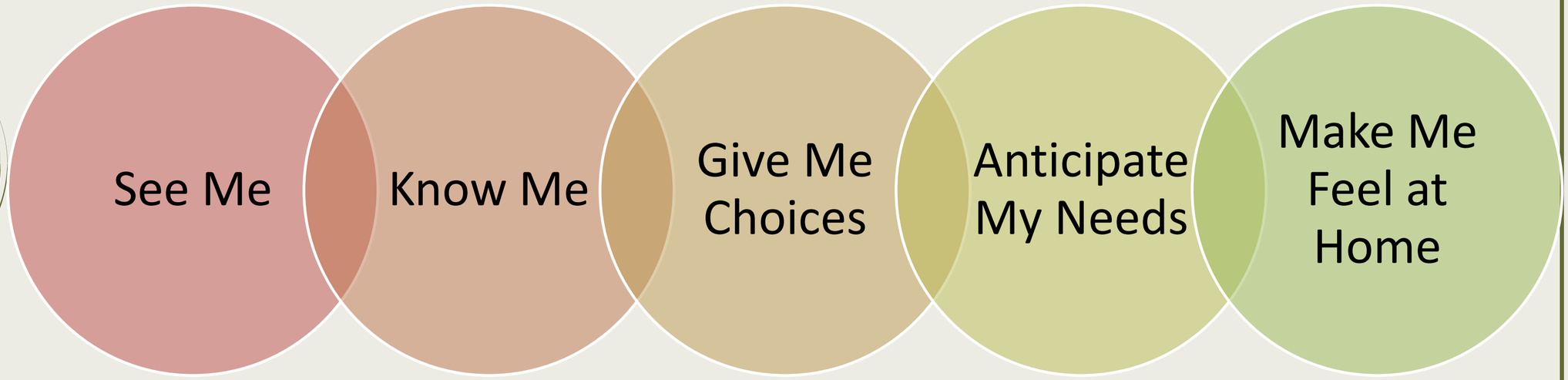
Active Interest

Build Relationships

Be Present



What Really Matters



The Arrival

Extend a warm, personal welcome

- Greet residents by name.
- Make eye contact and acknowledge them promptly.
- Help them to their preferred table or seat when needed.
- Make the entrance into the dining room feel welcoming rather than institutional.

Table appearance / Small details communicate quality:

- Clean tables and chairs
- Spotless flatware and glassware
- Attractive place settings
- Menus in good condition and easy to read
- Condiments clean and full
- Floors free of crumbs
- Centerpieces that are attractive without blocking conversation

Tableside Interaction

The first few minutes at the table

The beginning of the meal sets the tone:

Warm greeting

Comfortable seating

Menu explanation or assistance

Beverage offered promptly

Necessary condiments and place settings already available

Residents shouldn't have to begin every meal by asking for things that could have been anticipated.

Staff attentiveness without hovering
Residents should feel cared for, not monitored.

- Check back after food is served.
- Notice an empty beverage.
- Recognize when someone isn't enjoying their meal.
- Clear finished plates appropriately.
- Avoid staff gathering together and talking while residents are waiting.

Anticipate the need before the resident has to ask.

The Pace

Pace of service
Dining should never feel rushed.

- Don't remove someone's plate while they're still eating.
- Avoid clearing an entire table when one resident hasn't finished.
- Give residents who need additional time that time.
- Coordinate courses so residents at the same table aren't waiting excessive amounts of time.

The Plate

Food presentation and temperature
Even simple food should feel intentional.

- Hot food arrives hot and cold food arrives cold.
- Plates are clean around the edges.
- Portions look appropriate and appetizing.
- Modified-texture foods receive the same attention to presentation as regular meals.
- Beverages are refreshed throughout the meal.

The Farewell

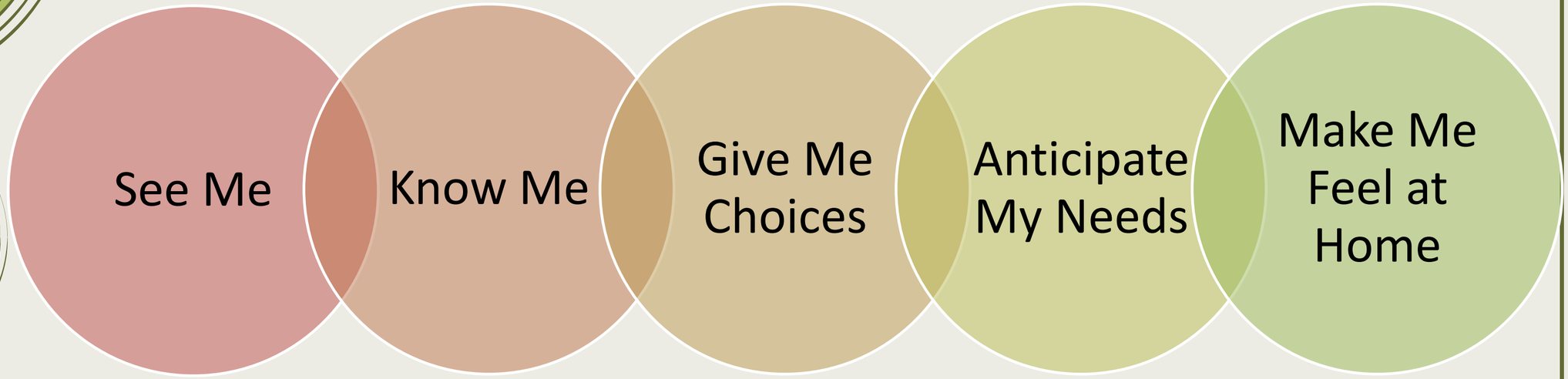
The farewell

The experience shouldn't end when the plate is cleared.

- Thank residents genuinely.
- Help with chairs, walkers, or mobility needs when appropriate.
- Wish them a good afternoon/evening.
- Mention the next meal or activity when appropriate.

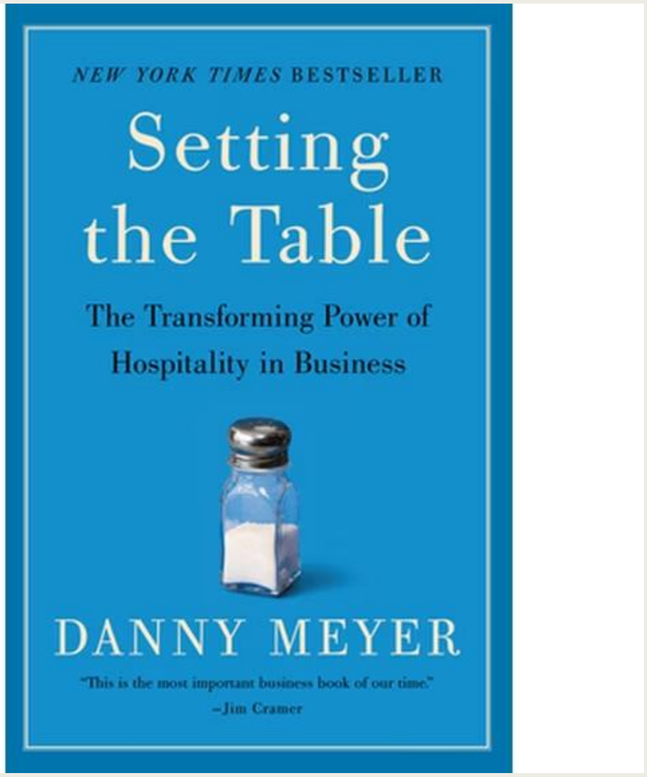
"Thank you, Ms. Jones. It was good seeing you tonight. We'll see you tomorrow morning."

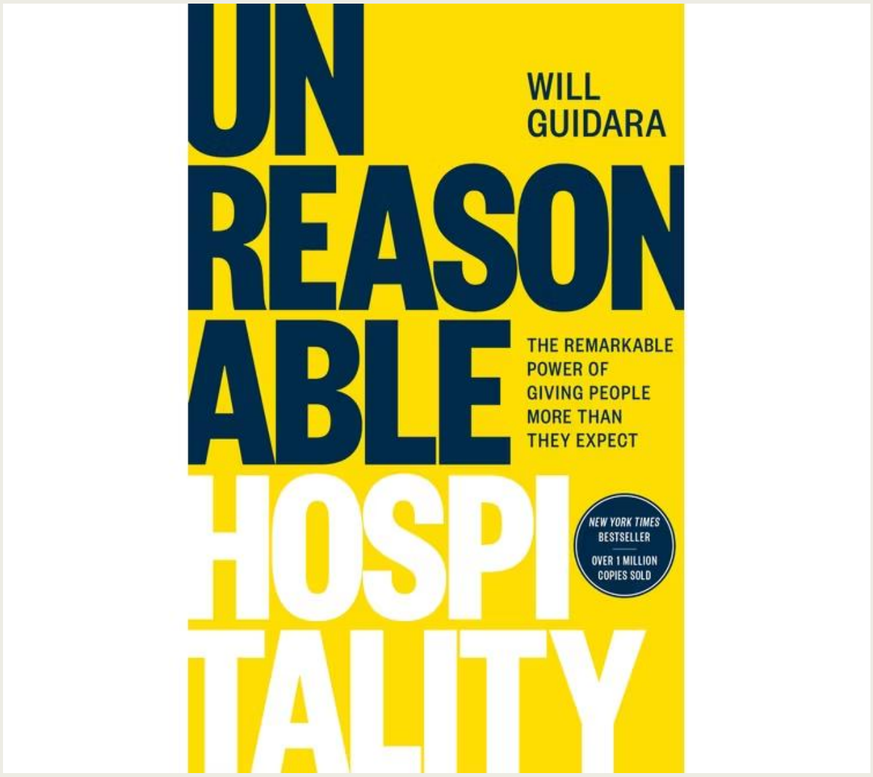
Training Checklist



Every Resident - Every Meal - Every Day

Anticipate Needs









THANK YOU

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MALA BOOTH #39

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