

Thinking Beyond The Spork

Lish Vazquez



STARTS & ENDS WITH..



THE SWEAT PANTS ROUTINE

- "Its what the residents like"
- Its simple and uncomplicated
- My residents are "happy"
- I can't with my "budget"
- "Residents do not like change"
- I'm not a creative person



LOUD AND PROUD!



Comfy but also
innovative and
inspired 😊

A FIELD OF BLOOM 'IN ONION OPTIONS



- Creative Menus:
Writing/Research
- Scratch Made Recipes
- Navigating Diet Restrictions

KICKING UP THE FLAVOR WITH MORE EXPERIENCES

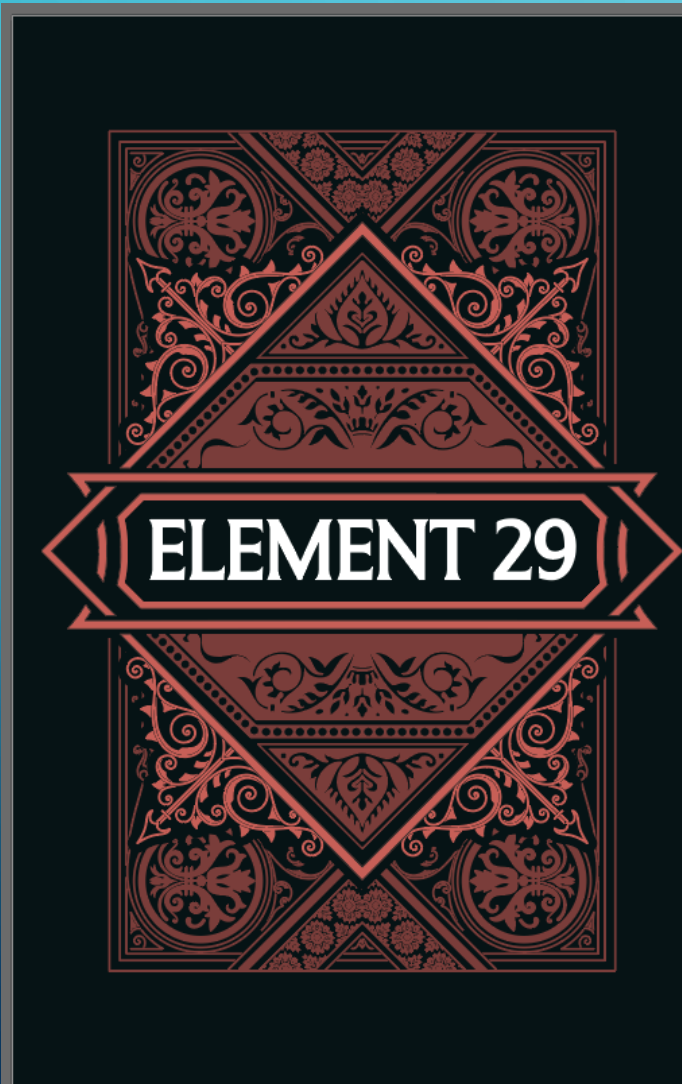
- Chef Tables
- Cooking Classes
- Fine Dining Experience
- Themed Menus
- Live entertainment
- Current event advantage
- Orientations for new residents
- Educating with Lectures



COOKING CLASSES



FINE DINING EXPERIENCE



THEMED MENUS

- Gold Rush Days
- Cruise Week
- Game Show Week
- Pirates Week
- Winterfest



**The Silver Spoon Saloon
AND DRAWTHEL**
AKA HENRY'S RESTAURANT & GRILL

GOLD RUSH DAILY SPECIALS

MARCH 27TH - MARCH 31ST

M	Madame Ann's Grand Chicken Fried Chicken with Country Gravy served with a Gun Powder Loaded Baked Potato, Golden Nugget Buttered Corn, and Garden Side Salad
T	Calamity Carmen Jane's Campfire Jumbo Chili Dogs with Cheddar Cheese and Red Onions served with a herd of Corn Chips
W	Buffalo Bill Tomas's Famous Salisbury Steak with Beef Gravy served with Wild Bronco Mashed Potatoes, Broccoli, and a cup of the daily Soup
Th	Lady Lish's Lone Star BBQ Pork Ribs served with Homemade Coleslaw, Baked Beans, and a cup of the daily soup
F	Andrea Belle Starr's Open Range Grilled Whitefish with Garlic Lemon Butter, Steamed Rice, and Garden Side Salad

All Gold Rush Daily Specials will be served with a Drink
Gold Rush Dessert: Mother Load Cookies \$2.50 each/\$12.00 for half dozen
Gold Rush Appetizer: Bloom' in Onion \$3.00

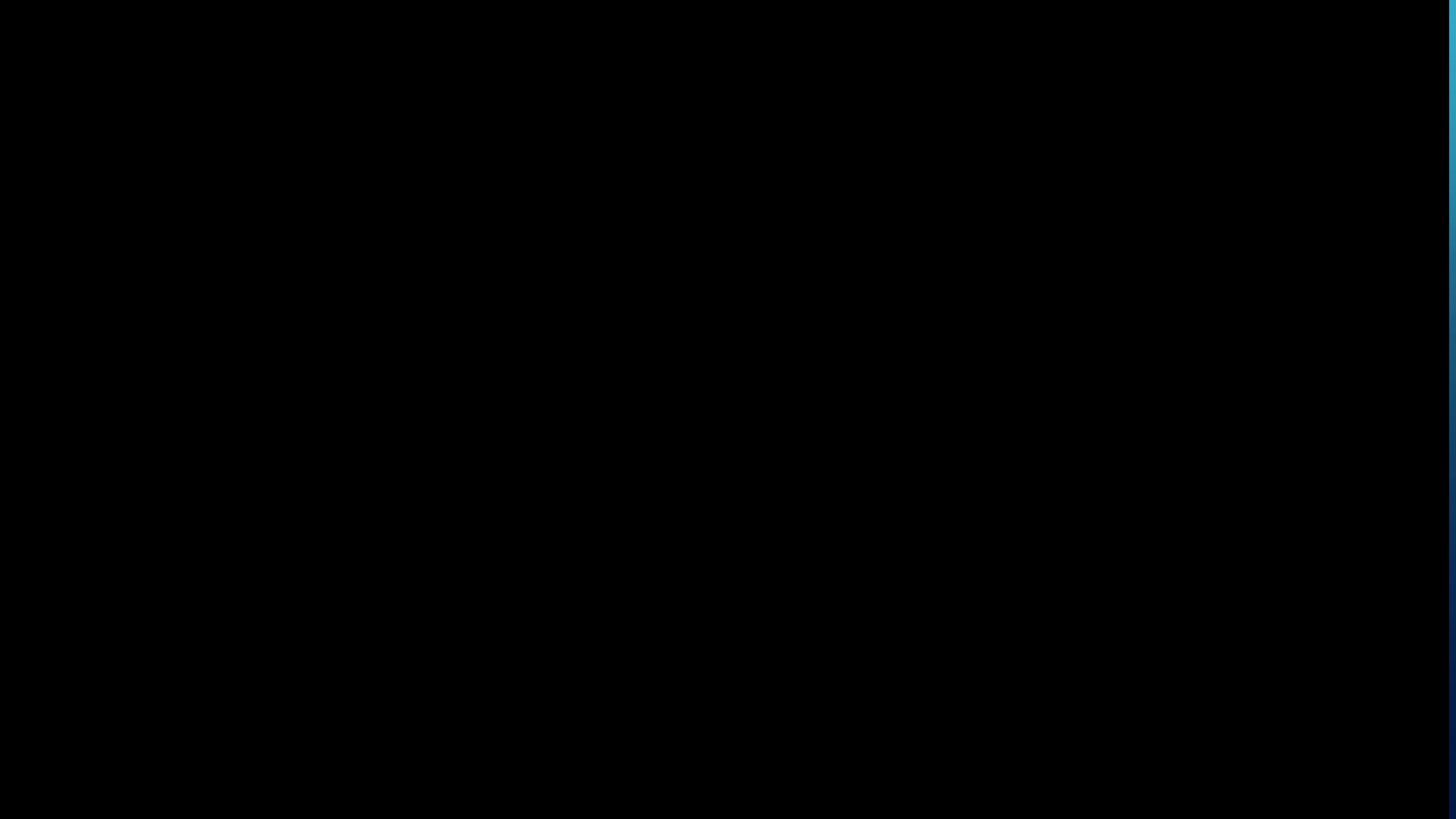


LIVE ENTERTAINMENT



CURRENT EVENT ADVANTAGE





ORIENTATIONS FOR NEW RESIDENTS



EDUCATING WITH LECTURES



I NEED A PRICE CHECK ON SERVICE!



- Shopping Cart Method
- Starts with the Top
- We are Family
- Truly learning how to listen
- Comment Cards
- Staff Motivation/retention
- Robots

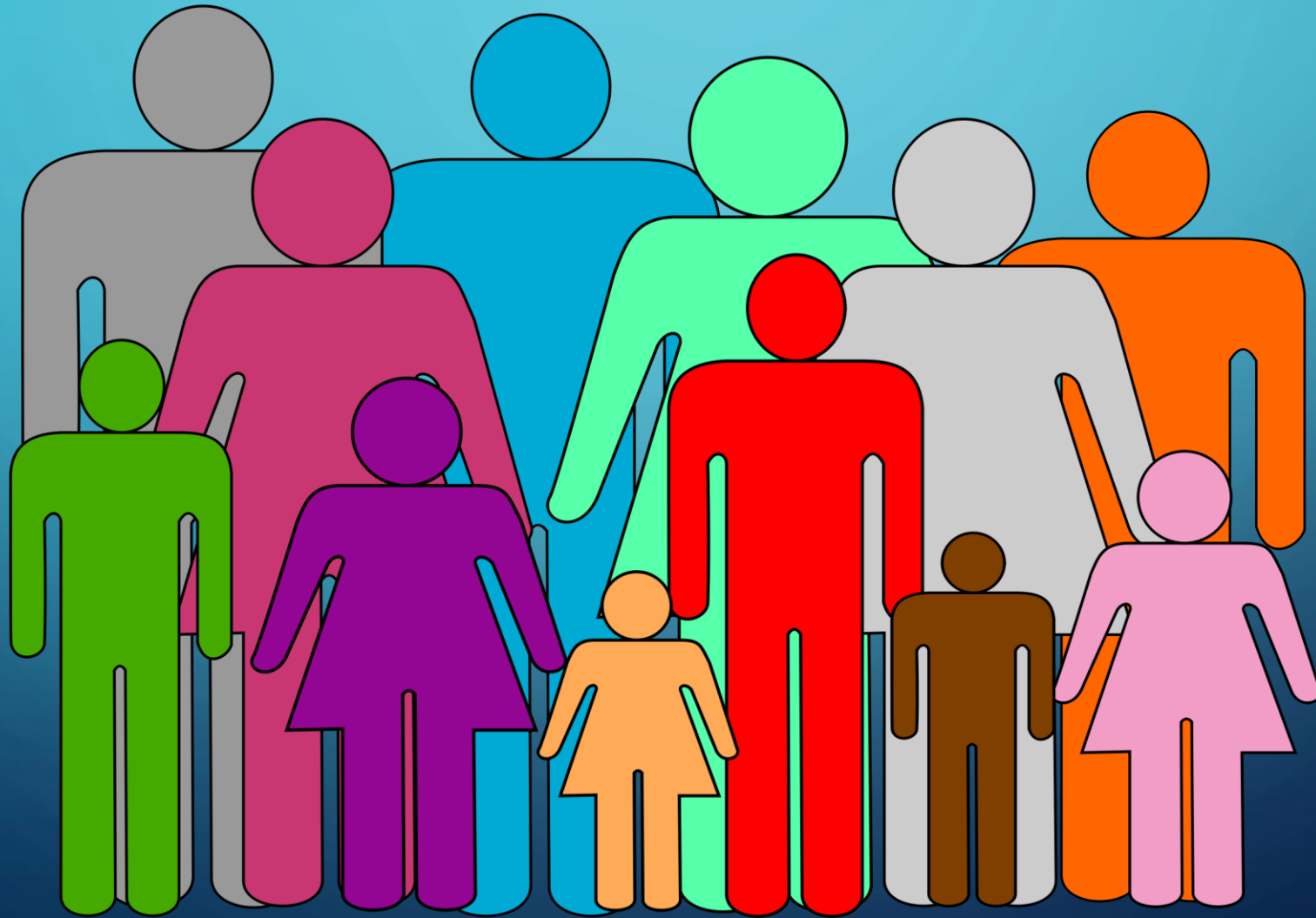
THE SHOPPING CART METHOD



STARTS AT THE TOP WITH LEADERSHIP



WE ARE FAMILY



TRULY LEARNING HOW TO LISTEN



COMMENT CARDS

Henry's / Copper Club Dining

We Care about You & Staff Recognition!

Food	Poor	Good	Very Good
Flavor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temperature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Service	Poor	Good	Very Good
Courteous Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Order Accuracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food Served Timely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please leave comments and employee praises on the back.

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STAFF MOTIVATION AND RETENTION

- PRAISE, PRAISE, PRAISE and Appreciate
- Dining Appreciation Week
- Greeting you staff/name
- Holiday/Theme weeks
- Respect the trench
- Teamwork–Rise and Fall together
- Cross training/support for career growth
- Preparing your team for success
- Vacation time



ROBOTS IN THE DINING ROOM

Astro



Rosie



TO INFINITY & BEYOND

- How to go above and beyond:
 - Illness
 - Hospitalizations/surgery
 - Making Friends
 - Loss of Loved ones
 - Reporting Health decline



IT STARTS AND ENDS WITH FOOD.. HOW FAR
WILL YOU GO BEYOND THE SPORK?

