

DINING SATISFACTION TOOLKIT



DOWNLOAD IT TODAY!

This toolkit was created to offer solutions to a common goal of most senior communities—improve resident satisfaction. Gain immediate access to multiple resources to enhance the dining experience!

CUSTOMER COMMENT CARD
Gather valuable feedback from residents about their dining experience with these customer comment cards.

CUSTOMER SERVICE AUDIT
Customer service can make or break a dining program. Use this audit tool to help identify customer service shortfalls and successes.

DINING ENVIRONMENT AUDIT
Does your dining environment need a boost? Find out with this quick and easy audit.

DINING EXPERIENCE WHITEPAPER
Make the dining experience memorable for your residents through personalization.

FOOD COUNCIL MEETING WHITEPAPER
Resident involvement is important for dining satisfaction. This tool will help you conduct your food council meetings effectively and positively.

MEAL ROUNDS WHITEPAPER
Gain insight into the overall dining experience with these helpful tips for conducting regular meal rounds.

MEAL SERVICE AUDIT
Check accuracy and menu item standards with this meal service audit tool.

PLATE WASTE WHITEPAPER
Evaluating plate waste is valuable in determining menu ideas and satisfaction with dining.

10 TIPS TO TRYING NEW FOODS
Learn simple ways to introduce and encourage residents to try new foods.

CORRECTIVE ACTION PLAN
Corrective action plans are key to improving performance and streamlining workflow. Utilize this form to implement or enhance a corrective action plan.

WASTE LOG BOOK
Track what foods are not accepted and apply this information for improving menu offerings.