



ABC Senior Living Action Plan

Community * **Community 7**

Survey Group **Resident**

Improvement Goal * **Serve first dinner course to all residents within 15 minutes of the hour.**

Survey Item Targeted for Improvement * **Dining Services - Dining room servers are attentive to my needs.**

Plan Accomplished **Yes**

Action Step 1	Responsible Parties	Resources Needed	Progress Notes	Target Date	Completed
Meet with dining service team to discuss new extended dining hours.	ED, Chef, Dining Manager, Lead Servers	Conference Room	Feedback groups with residents and servers suggest the desire for extended dinner hours. Concern about how to anticipate when residents will dine. Will wait on poll data to discuss further.	02/15/2019	03/04/2019
Poll residents on preferred dining times so staffing can adjust according to anticipated needs.	ED, Dining Manager	Poll cards Suggestion box	Determined that residents fall into three preferred dining time categories that allow the dining room to stay open from 4 to 6.	02/28/2019	02/28/2019
Revamp dining room staffing schedule.	ED, Dining Manager	Staffing schedule	Staff schedule does not need to be adjusted as shift overlaps did not occur. May reduce or adjust staff if serving efficiencies are realized.	03/15/2019	03/15/2019
Train kitchen and servers on best-practice service routines.	ED, Chef, Dining Manager, Lead Servers	Training handout	Divisional dining director did a training. Many new ideas learned and practiced.	03/31/2019	03/28/2019
Monitor success of change with stopwatch and resident feedback cards. Ongoing.	ED, Dining Manager	Stopwatch Feedback cards		04/30/2019	