

Food Committee Meeting -- February 2010

Action Plans for Resident Suggestions/Complaints

MENU

Suggestion/Complaint:

Waffles too dry at times

Corrective Action:

Cook waffles 'to order' to ensure freshness.

Mini turnovers need improvement

The mini turnovers will be replaced with a regular sized turnover, due to the fact that the miniature version is unable to hold enough filling to make a quality product.

Corned beef hash...prefer the canned product

While we are proud of our hash-from-scratch recipe, we will defer to popular opinion and bring on the cans!

Love the soups, but sometimes not enough broth

The wait staff is being trained to scoop soup to ensure that each cup contains the proper amount of broth. In those rare occasions when the broth has been exhausted from the container, extra broth will be added.

Cheese steak and Cuban panini need improvement

Recipes for both sandwiches are being revised to create a better and easier-to-eat product.

Too much filler in the crab cakes

The recipe is being revised with less filler and more crabmeat.

All seafood is well done, just too much stuffing on the shrimp

The shrimp will be made with less stuffing.

Twice baked potatoes are too dry

The recipe will be revised to add more liquid and to avoid over cooking.

Egg salad has too much mayonnaise

The recipe will reflect less mayonnaise.

Meatballs are too hard

The recipe was altered six months ago and the finished product is much softer and more flavorful. We will ensure that they are not overcooked in order to maintain that tenderness.

Italian food needs more garlic

We aim to please the palates of all our residents. As many are unable to tolerate foods with a strong spice or much garlic, we must cook in order to please the majority of the residents and are not agreeable to changing this recipe.

SERVICE

Suggestion/Complaint:

Sometimes wait too long at breakfast

Corrective Action:

Extra attention will be placed at the critical points of breakfast service: 7:00-7:30; 8:15-8:45.

Chairs in the dining room sink too low, cushion area is worn out

The cushions are in fact almost brand new. Complaint will be referred to Community Services as many residents bring along their own support cushions.