☐ **Develop a mission statement**
Example:
> To enhance the lives of our customers by creating exciter
> excellent food.

☐ **Develop a greeting**
Example:
> Thank you for calling Dining Services where eating is beli

☐ **Develop a meal round form**
> Decide what you are trying to find out from the customer.
> Satisfied with menu?
> Satisfied with temperature?
> Like new item or recipe?

☐ **Start your meal was doubled check**
> This process is to target specific areas
> Purchase plain white business cards and print on Word

☐ **Create a comment card and decide how often you will hand out**
> This process is to target general areas
> Have staff decide on questions

☐ **Decide what day you will run your lunch with Dining Services pr**
> Create an invitation
> Deduce a day - second Wednesday of month

☐ **Plan your monthly events**
Example
> Set up standard

first Tuesday	Featured dessert
Second Friday	Theme meal
Third Thursday	Taste of "country"
Last Monday	Soup of the month

☐ **Develop Birthday program**
> Create a card
> Create a placement
>> Purchase poster board cut to tray or table size
>> have all staff sign. Take to office store and ha
>> You can put pictures on it or anything else to
>> Use the placemat over and over.

Set up a calendar to alert staff for birthdays.

☐ **Create welcome to our home program.**

Set up automatic set that happens when a new resident (

Decide what you are going to give.

Basket

Gift bag

Coffee mug

Purchase tissue paper and ribbons

Make a welcome letter or brochure to accompany the gift

☐ **Start a family food committee**

Determine a date

Decide on who to invite

Develop an agenda

Send out letter explaining what you are trying to accompl

☐ **Create a performance improvement program**

Set up a schedule of monthly requirements

ment and serving

ieving.

rogram

e,
ve laminated.
personalize it.

comes in.

.

ish