

# EDUCATING ON THE DINING EXPERIENCE FOR THE NON-DINING STAFF

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- Are you looking for a way to get the culture in your facility moving in the right direction for the meal experience?
- Do you often hear comments like, “We are not waitresses“?
- Do you try to explain the meal process and let everyone know that it is care that is being provided?
- Are you looking for an easy training tool to get everyone on board?

Let Innovations Services’ “THE DINING EXPERIENCE FOR THE NON-DINING STAFF” Training Manual help. Our manual bridges the gap in the mealtime experience and allows a clear understanding of both sides of the experience which creates a “win win” situation for all.

Our electronic workbook can be downloaded to allow printing of multiple copies as needed and is being offered at the introductory price of \$99.00 through the month of March only. The price will return to its original amount of \$129.00 after that.

Below is a look at what is covered in our 40-page Manual [which is available for download in Word to allow for customization].

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Below is an excerpt taken from the Manual's Introduction:

## **The Dining Experience Around the Clock and More than a Meal**

"The purpose of this Workbook is to prepare you for providing residents with a safe and pleasant dining experience as a component of their care. You will gain the knowledge and skills to be successful as you handle food as part of your role in activities, the dining experience and offering between meal snacks.

High-level resident satisfaction and high ratings of the dining experience are important in the marketing of your community to prospective residents and their families. Food is one of the services that residents believe they should still be able to control so great importance is placed on food quality and excellent customer service. Even if the resident does not think it is important, their family does." p. 2

*Get your staff on board by educating them to their role in the dining experience and help them understand. Providing exceptional meal service is "care" and the work is not more it is just different...*