Room Service Tune Up

Take your patient satisfaction to the 90th percentile!

Does your existing Room Service program still stack up?

Are you delivering 90% Patient Satisfaction results?

Our Destination 10 Module,
— an Industry Exclusive —
GUARANTEES
better patient satisfaction scores
and higher food quality!

As the largest healthcare food service coaching and consulting firm, **we can take you there!** Our team of diverse chefs, renowned food managers, and trendy clinicians are the best in the industry and will work collaboratively at your facility.

Important areas we will review:

- ★Temperatures of food items on the tray at point of service
- ★Temperatures of food items in kitchen on line reach and on the steam table
- ★Tray arrangement
- ★Plating techniques for both hot & cold items
- ★Garnishes
- ★Service ware on tray
- ★Room service menu
- ★Degree of diet/menu liberalization
- ★Inventory (supplies) placement in the production suite
- ★Design and upgrade opportunities
- ★Timeliness of delivery to patient

The most experienced room service coaches in the country will come to your facility and evaluate the existing program and gauge opportunities for improvement.

Completion of Tune Up

Upon completing the review of current practices at your facility, DM&A Room Service Coaches will develop and modify existing processes, while demonstrating and implementing opportunities to propel you to the 90th percentile. The latest technology trends and advancements will be presented:

- ★Recipes and concepts
- ★Tasting and scoring recipes process
- ★Menu rewrites / design
- ★Incorporate a “build your own” menu feature
- ★Hot & cold deli sandwiches
- ★Pasta bar / build your own options
- ★Breakfasts patients and staff will love
- ★Hand-tossed special salads
- ★Creative, simple yet elegant sauces
- ★Menu of specials from existing favorites
- ★Food specifications for all items
- ★Steam table and line layout diagrams
- ★Staff culinary training
- ★Customer service training – proven techniques for your unique facility
- ★Design and upgrade opportunities
- ★Possible labor savings in call center, production, host / hostess

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