

MERCY RIDGE DINING COMMITTEE

Minutes, February 20, 2024

The meeting was called to order at 2:00 p.m. by Gerry Buckley, Chair.

Present: Gerry Buckley, Lynn Macon, Joan Bodie, Lil Falcone, Sally Jecelin, John Petrucci, Marcia Strok, Bill Goodwin, Jan Kilmer, Linda Compton, Gary Koletschke, Brock Ormond, David Denton.

Absent: Stephen Luer, Gene Siciliano

The minutes from January 16, 2024 were approved.

Comment cards:

There were 18 comment cards summarized. No cards were received from the Bistro. One standout card addressed stale bread and rolls in the Dulaney Room and Bistro. Otherwise, no significant new comments were noted. Only two cards were signed. The Asian dinner received many positive comments. Residents need to be encouraged to fill out comment cards. A reminder will be put in the Flash.

Assistant Director of Dining:

The Resident Satisfaction Survey Action Plan was distributed for committee review. Suggestions to be specifically addressed will include dining committee and resident feedback. Possible actions will be addressed.

Two employees have recently been terminated and one has resigned, all from the Bistro. Interviews are currently taking place. HR will also be overseeing the process of termination.

Training meetings will be held regularly for all venues including AL. Team member communication will be addressed as well as fine tuning points of service.

Closure of Bistro plan:

The Bistro will be closed from Sunday, March 3 through Tuesday, March 5 for the installation of new equipment. The following changes are in place:

1. Lunch will be served each day in the Café from 12 noon until 1:30p.m.
2. Lunch for the MR staff will begin at 11:30 p.m. per usual.
3. Additional menu options are being explored.
4. Dinner service will begin at 3:00 p.m. in the Café and will continue until 7:00 p.m.

5. The Pub will be open on Sunday, March 3 with full service and a selection of hot and cold hor d'oeuvres.
6. On Monday March 4 and Tuesday, March 5, the Dulaney Room will open at 4:00 p.m. to accommodate additional diners. Dress code will remain the same.
7. Residents are asked not to invite guests during this time.

Chef's Corner:

The number of attendees is increasing with more interest in the dining program. The Bistro plan was presented. Kitchen tours will resume with sign up sheet available.

Round Table:

1. Pluses and minuses continue with Bistro service.
2. Inconsistent preparation of vegetables. Better oversight needed during preparation.
3. Dress code of servers needs to be enforced.
4. Delivered meals often have charge slip missing.
5. Residents would like baked potatoes on menu. However, it is difficult to estimate number to prepare, resulting in some waste.
6. A special day/meal should be better advertised, especially in the Bistro.
7. Bring back the tuna melt.
8. Café tables aren't always cleared.
9. Foods are often over sauced. Residents can request sauce "on the side" and need to be very specific when ordering. It's possible to include a "Food Factoid" in the Flash making residents aware of information.
10. Salmon is always excellent. White fish is often dry and tasteless. Cajun catfish for Mardi Gras was excellent.
11. More theme/international nights would be nice. The menus for such events would be balanced with regular items, also. Maryland Day dinner is being discussed.
12. Outside artichoke leaves are often tough.

The meeting was adjourned at 3:15 p.m.

The next meeting will be March 19, 2024 at 2:00 p.m.

Respectfully submitted,

Lynn Macon, Secretary