



Dining Experience CHECKLIST

As your residents may be sheltered in their apartments, suites, or rooms during this time, their meals and how the “dining experience” is being created and served is even more important. Here are some ideas that your staff can do to still create a “dining experience” for them.

In creating
The Black Tie Experience,
remember...

Hospitality is-
The art of making a personal
connection between you and
someone else.

**IT'S ABOUT BEING IN THE
PEOPLE BUSINESS, FIRST!**

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***You are not only serving food, you are
serving and delivering...***

● A wonderful helping of “Peace of Mind”

- ☐ **We make sure the hot food is hot and the cold food is cold.** How about for resident #52, or #77 – still the same? Peace of mind is – no matter when they get served the two items above will be correct.
- ☐ **We recognize that people eat with their eyes first.** What does the food on the plates or in the containers look like? If it looks good enough to eat first, it more than likely is.
- ☐ **We use descriptive words for our daily menu items.** Again, we eat with our eyes first. What sounds more appetizing makes your residents look forward to their meals?
Chicken Salad on a croissant, Pasta Salad, and Fruit OR
Homemade Chicken Salad with Red Grapes, Celery, Walnuts, and Fresh Tarragon on a buttery Croissant, our Chef's Signature Pasta Salad with fresh vegetables, and fresh fruit cup medley of pineapples, strawberries and cantaloupe. (Add descriptive adjectives to your menus and see if it makes a difference on how your residents perceive their meals.)

● Big spoonfuls of “LOVE and CARING”!

- ☐ **We make sure to always greet our residents at meal time by their first names.** But to go above and beyond, we try to comment on something else we know about them- wearing their favorite color, the outfit they are wearing, the newest photo of their grandchildren. Something to make them feel even more special.
- ☐ **We have asked some of our residents about their favorite recipe, and we try to recreate it.** It may not be exact, but if you can do this and give them the credit with their name on the menu item...do you know how that could make them feel?
- ☐ **We are surprising them with little notes of “love” and “caring” with the meals we are delivering to them.** And it doesn't always have to be from your staff. Can you reach out to the elementary school and ask their students?



Bob Pacanovsky – The Black Tie Experience

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● A “Pinch of Surprise” on special days

- ☐ **We always celebrate their birthdays, but now we are going all out!** We know during this time, family may not be able to celebrate those special days with them. We are making sure they get a special surprise and dessert from us!
- ☐ **We are doing the same type of surprise, but it is for the anniversary date of when they joined our family.** You need to select the residents that you would feel embrace this gesture. Show up after a meal to their apartment with a special menu item for them and thank them for being a part of your community these last ____ years. This will wow them! Why? No one does it...except you!

● A “Dash of Consideration”

- ☐ **When serving the meals to the apartments and suites, we are looking at all the options of what to serve the food on.** Is it china plates or to-go containers? There are pros and cons to both. However, keep this thought in mind. Your residents are a part of a generation where they reused almost everything.
 - China plates- saves on costs, but the plates, silverware, and trays must be cleaned and sanitized properly, and you must have the staff on hand to accomplish this task; This method still gives an elegant feel to the dining experience; Would be easier to do in a smaller community.*
 - Disposable plates, etc. -. Easier to work with and easier to manage, especially if you have residents who live in units not connected to the main property*
- ☐ **We can look into getting compostable plates, silverware, etc.** It is more expensive, but you have the opportunity to cross off a number of possible challenges with a product like this.



Remember, all of these ideas revolve around Hospitality – making that personal connection between YOU and someone else to make them feel valued and special.

Bob Pacanovsky helps companies focus on the power of hospitality, that missing link that will take their mindset on customer service, leadership, and organizational culture from “just good enough” to “Black Tie”!



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