

BUILDING A PLAN:

Simple Steps to a Successful Experience

Step 1:

Determine what you are trying to accomplish.

Questions to ask:

- Are you trying to increase socialization?
- What type of ethnic entrees are popular in my facility?
- Will creating an experience help my facility comply with culture change?
- What type of experience would increase nutritional intake of residents?
- How can I increase the value of my department?

Step 2:

Look at your current dining atmosphere.

You need to step back and analyze what is happening in your current environment. A well drawn-out plan evaluates current procedures. In creating a dining experience you must assess your facility's attributes, and consider what obstacles you could run into.

Questions to ask:

- What are the strengths within your foodservice department? E.g., tenured staff? Excellent dining room facility?

What are the obstacles or weakness within your department?

- High turnover of staff
- Staff has minimal training
- Lack of adequate lighting (F246)
- Stale environment
- Lack of color
- Have not worked with the activities manager to develop a socialization program that is linked to a dining experience

What are the opportunities? What can help you achieve your goal?

- Administration is supportive of culture change and avenues to achieve it
- Staff has experience in catering or special events
- Staff looks forward to trying new concepts and recipes

Are there any threats that could be detrimental to your plan?

- Decrease of budget
- Loss of staff, recent high turnover
- A new facility is being built two blocks away



National Pasteurized Eggs Experiences in Dining

Step 3:

Understand your residents

Stop to consider what type of events or entrees have been popular within your facility. Do not be afraid to try something new. You just need to have an idea as to what possible reactions may be.

Questions to ask:

- What is most important to my residents?
- What do they like?
- What are their behaviors?

Nothing Ventured - nothing gained!!!

Step 4:

Form a Plan - This is the step-by-step process of what must happen.

Create a checklist for all tasks.

Questions to ask:

- What menu will you serve?
- What serving utensils will you need?
- What table covers will you use?
- What color scheme will you apply?
- Who will do the decorating?
- What is the timeline and what tasks can you complete ahead of time?
- Will you need to have additional staff present?
- Have you met with the activities coordinator and all other staff involved?

Add more questions of your own!

Step 5:

Formulate a budget and seek approval if needed.

A budget is an essential part of your planning! Be sure to include food supplies and extra labor (if applicable).

Step 6:

After the event, gather feedback.

A successful plan always measures the success of a program. This will give you a benchmark in planning your next event.

Resident Survey

This is an open-ended survey that will allow them to express themselves. Depending on your residents, a quantitative survey could be conducted in which the answers are either yes or no. You must determine what type of post-event survey would work best in your facility. Also consider doing surveys by interview, depending on each resident's needs.

