

Rooted in Care. Driven by Hospitality.

Cutting Edge Dining Programs: How To Stay Ahead Of The Curve

Enhancing Life Through Exceptional Culinary Experiences





Introduction to Glendale



Who We Are

Dedicated to transforming senior dining through residentcentered solutions



Our Mission

Enhancing Life One Meal at a Time™



Why It Matters

Dining is top factor in resident recruitment, satisfaction, and retention

The Senior Living Dining Challenge: Quality, Consistency, and Cost Controls





Changing Expectations

Fresh, diverse menu options

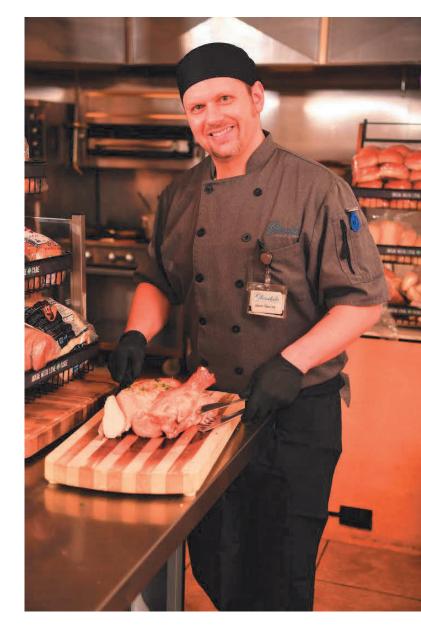
Operational Pressures

Staffing shortages, cost control



Health & Wellness Focus

Supporting longevity, cognitive function



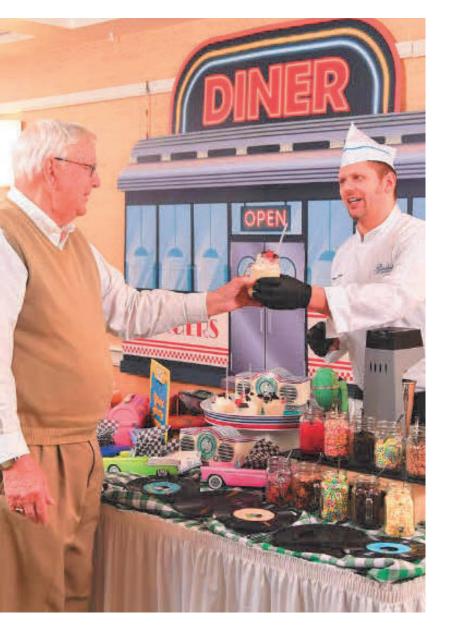
Investing in People

Recruitment and Onboarding

Staff Support

Staff Development





Enhancing Resident Experience

- Monotony Breakers
- Action Stations
- \cdot Table Touching

Community Engagement



Activities and Life Enrichment



Health and Nutrition



Marketing

Operational **Efficiency** & Technology



Smart Menu Planning



Portion Control & Forecasting



Internal Audits

SIGNATURE SALAD The 26.2 Salad Baby Lettuce from Little Leaf Farms (MA) with Grape Tomatoes, She Heartbreak Hill Caesar

Chopped Romaine tossed with Shredded Parmesan Cheeso,

The Finish Line Salad

Backyard Farms Tomatoes, Salad Greens, Diced Avocado, Er tossed with Greek Feta Vinaigrette

Add any protein to your se Hard Boled Albacore Tuna Salad All-Natural Chicken Breast \$1.50 \$1.50 \$1.75 * Please inform your server

Purchasing & Cost Control

Is Your Team...

Organized?

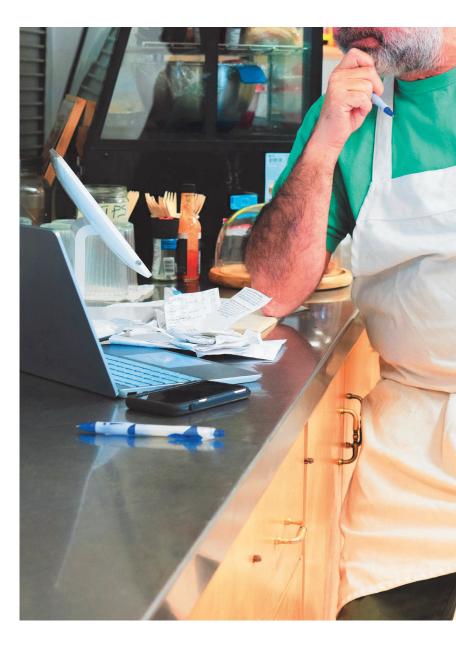
Efficient?

Productive?

Meeting Your Budget?

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	G/L Category		Beginning balance: \$ Spent		10,000.00
Date	Invoice	Vendor			Balance
1-Jan	5551212	Supplier 1	\$	751.23	9,248.77
4-Jan	A234	Fish guy	\$	375.00	8,873.77
5-Jan	SO123	Fruitland	\$	985.67	7,888.10
5-Jan	987123	Fruitland	\$	7.50	7,880.60
5-Jan	1110245	Fruitland	\$	4.50	7,876.10
5-Jan	5681243	Fruitland	\$	3.75	7,872.35



Resident Feedback & Program Evolution

Resident Surveys Capturing voice of resident

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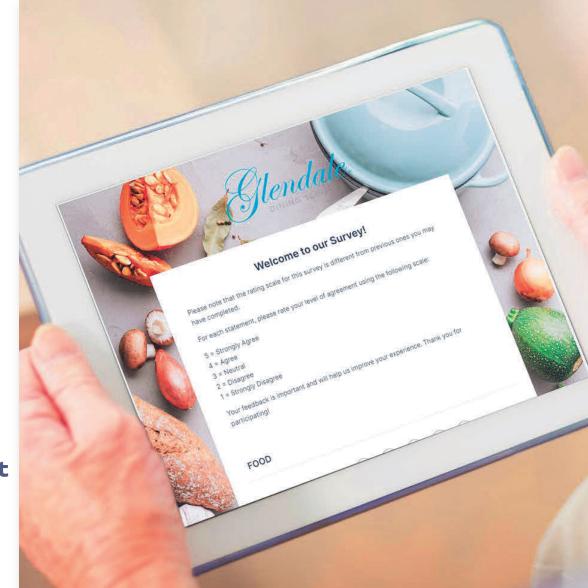
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Feedback Platforms

Real-time improvements

- Continuous Improvement

Programs must evolve or fall behind



YOUR CHECKLIST FOR BEST PRACTICES IN FOOD SERVICE



Self-Assessment Tool

Do you Have?	Glendale Has	
	1	A well-defined on-boarding program?
	 Image: A second s	Service Training?
	<	Safety Training ?
	 Image: A second s	Food Safety Training?
	<	IDDSI, Special diets, and special needs of your resident populations?
	 Image: A second s	Monotony breakers and action stations?
	<	Collaborative with activities, life-enrichment, fitness, marketing?
	 Image: A second s	Decorations, props, and promotional materials?
	 Image: A second s	Health & Wellness Programs?
	 Image: A second s	Frequent dining room visits from chefs?
	\checkmark	Marketing and community engagement?
	 Image: A second s	Purchasing/ Spend down sheets?
		Order guides/ inventory sheets?
	 Image: A second s	Portion control, forecasting, and waste-management?
	<	Safety, sanitation, and food safety inspections?
	 Image: A second s	Resident surveys and feedback platforms?
	✓	Regularly scheduled food meetings with residents?
	 Image: A second s	Program evolution: a game plan for the future?

Next Steps – Partnering with Glendale

Complete the Self-Assessment

Know where you stand and develop a plan

Non-Cost Assessment

No Obligation. Just Insight.

Stay Your Course or Make a Change

Expertise in senior dining, quality food, enhancing resident life

Evolve Implement customized dining solutions for your community





Thank You!

Steve Brustein Director of Growth and Retention



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