



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 resident-centered 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**
- **Table Touching**

Community Engagement



**Activities and Life
Enrichment**



Health and Nutrition



Marketing

Operational Efficiency & Technology



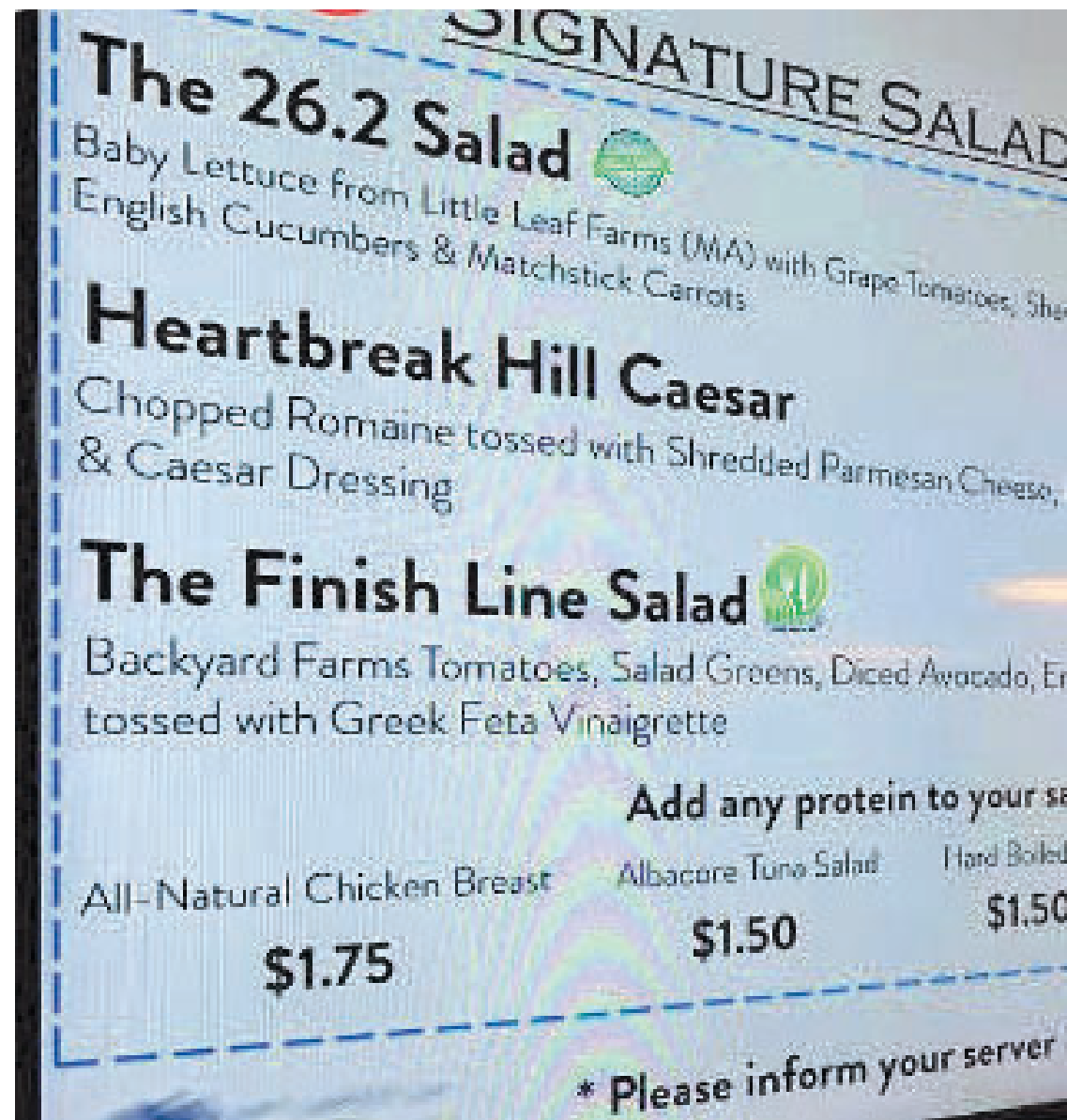
Smart Menu Planning



Portion Control & Forecasting



Internal Audits



Meeting Your Budget?



Resident Feedback & Program Evolution



Resident Surveys

Capturing voice of resident



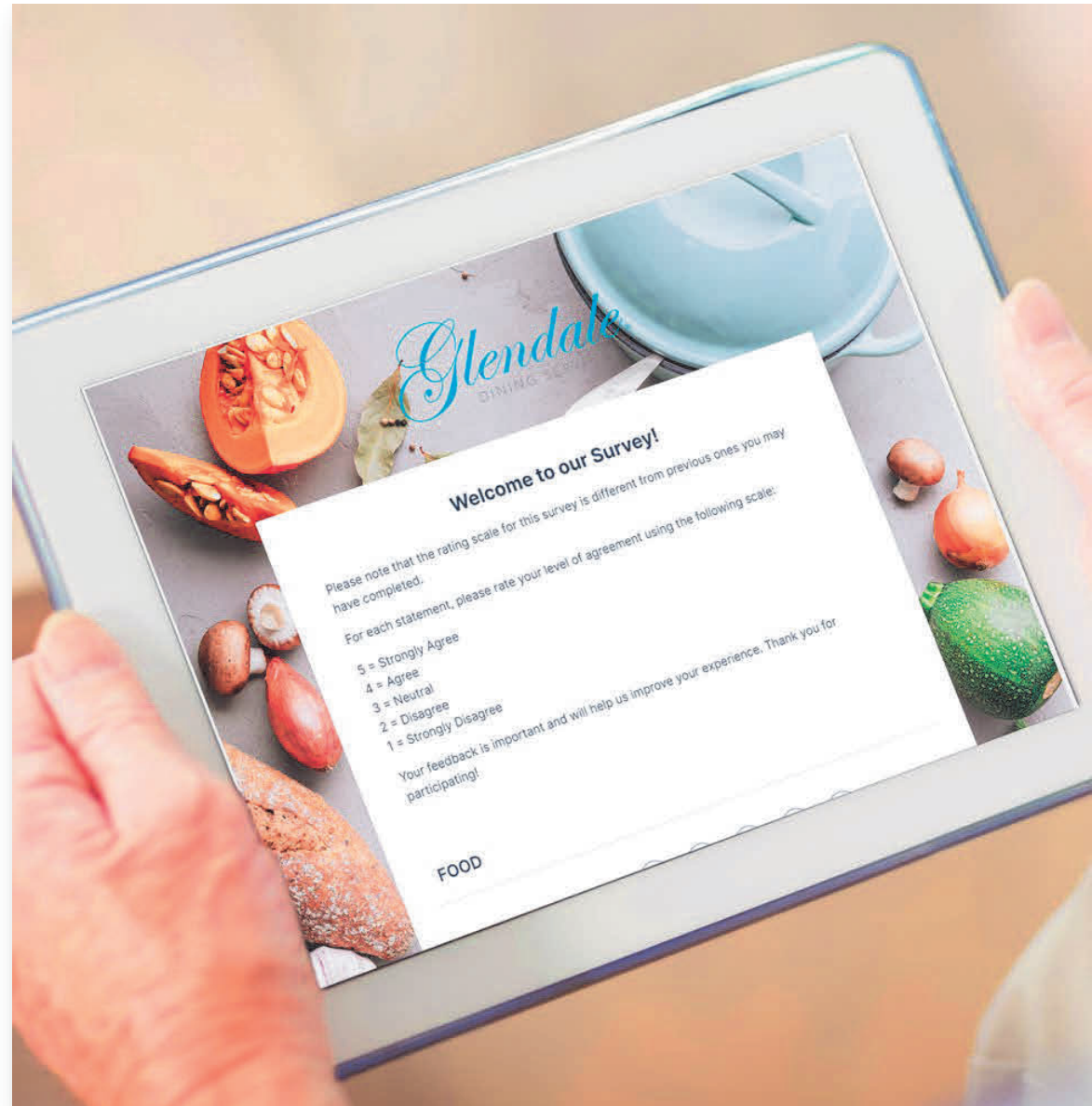
Feedback Platforms

Real-time improvements



Continuous Improvement

Programs must evolve or fall behind



Self-Assessment Tool

YOUR CHECKLIST FOR BEST PRACTICES IN FOOD SERVICE



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