

# FOODSERVICE AND MENU MANAGEMENT

DININGRD

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## DINING STYLES

- Restaurant Style (open menu)
  - Restaurant Style with Tableside Service
  - Room Service
  - Open Dining – 24 hour service
  - Family Style Dining
  - Buffet Style Dining/Cafeteria Model
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## SERVICE CONCERNS AND ISSUES

- Food distribution in a timely manor
  - Personal identification of client
  - Diet changes mid-service
  - Assistance with set-up and/or feeding
  - Menu substitutes or adjustments
  - Temperature control
  - Accuracy
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## TYPES OF MENU SERVICE:

- Selective Menu – multiple choices available
  - Pre-select
  - Table-side select
  - Spoken
  - Restaurant
  - Cafeteria/Buffer
- Non Select/Trayline – predefined menu
  - Substitutes offered
  - Food preferences honored



## NON-SELECT

- Daily Prepared item
  - Planned alternate
    - One meat
    - One starch
    - One Vegetable
    - Fruit/dessert
    - Beverage
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# SERVICE CONSIDERATIONS

- Equipment
    - Short-order cooking
    - Available kitchen set-up for service
  - Staffing
    - Hours of operation
    - Food service and nursing support staff
  - Budget
  - Resident population
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## SERVICE AND SATISFACTION

- Choices are on demand
- Open mealtimes and no assigned seating
- Facility involvement in mealtimes
- More choices can impact allocation on raw food budget
- Change in staff philosophy: “We’ll get it vs We don’t have it”
- Shift in employee duties
- Communication

## MENU REQUIREMENTS

- Menus should be planned in advance
  - Menus should be signed by a Registered Dietitian
  - Menus should be kept on file for 90 days to 6 months minimum
  - Ensure menu protocols are detailed in the facility Policy and Procedure manual
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# MENU REQUIREMENTS

- Menu components derived from evidenced based resources:
  - Dietary Guidelines for Americans
  - USDA DRI (Daily Reference Intakes)
  - Diet Manual
  - Recommended Dietary Allowances (RDAs)
  
- Suggested daily menu components:
  - Milk – 2 cups per day
  - Fruits and Vegetables – 5 servings per day
    - Vitamin A – 3 servings per week
    - Fruit – 2 or more servings per day
    - Vegetables – 3 or more servings per day
  - Meat and Meat Equivalents – 6 ounces of edible protein per day
  - Grain/Starch – 6 servings per day

## FREQUENTLY ASKED QUESTIONS

- What counts as a serving a fruit or vegetables?
  - Vegetable soup
  - Fruit cobbler
  - Casseroles and combination foods
- Fruit servings must be equivalent to  $\frac{1}{2}$  cup canned fruit,  $\frac{3}{4}$  cup fruit juice, or one medium piece whole fresh fruit (apple, orange, banana)
- Vegetable servings must be equivalent to one cup raw-leafy vegetables,  $\frac{1}{2}$  cup cooked vegetables, or  $\frac{3}{4}$  cup vegetable juice

## OTHER CONSIDERATIONS

- Cultural and regional considerations
  - Hispanic/Latino – rice, whole milk, corn, beans
  - East Indian American – rice, beans, lentils, bread (naan), spices including curry
  - Chinese American – vegetables, rice, noodles, fruits, tofu, soy, stir-fry cooking technique
  - Japanese American – steamed foods, sushi, rice, seafood, vegetables
  - Middle Eastern American – yogurt, lemon, olives, lentils, cheese, lamb, poultry
- Religious practices
  - Jewish
  - Muslim
  - Seventh Day Adventist

# PLATE PRESENTATION

- Color
- Shape
- Texture
- Plate coverage
- Seasoning
- Flavor
- Food Group balance
- Consistency
- Overall



# REVISING MENUS FOR SUCCESS



- Ask for feedback
- Seasonal change
- Dining and food trends
- Honor special requests
- Monitor sales
- Review quality

## CONSIDER THE COST

- What is your average monthly food cost?
- Have you considered labor cost?
- Is it in-line with your food budget?
- What steps can you take to better control food cost?
- Is your staff aware of food costs?



# STANDARDIZED RECIPES

- Using standardized recipes ensures:
  - Quality
  - Yield – portioning and servings
  - Nutritional value
  - Time
  - Cost



- Components of a standardized recipe:
  - Title/Category
  - Yield
  - Portion size
  - Ingredients
  - Weights or measures
  - Food safety information (CCPs)
  - Directions
  - Pan size
  - Scaling
  - Nutritional information

## WEIGHT AND VOLUME CONVERSIONS

### Volume

1 peck = 8 quarts

1 gallon = 4 quarts

1 quart = 2 pints

1 pint = 2 cups

1 cup = 16 Tbsp.

$\frac{1}{2}$  cup = 8 Tbsp.

### Fluid

1 cup = 8 fluid oz.

1 fluid oz. = 2 Tbsp

### Weight

1 lb = 16 oz.

1 oz. = 30 grams

## OTHER CONVERSIONS

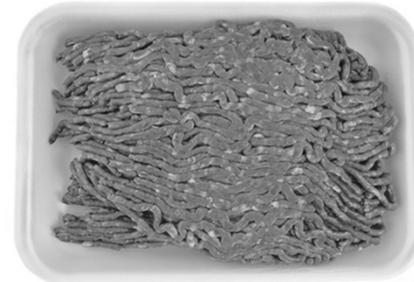
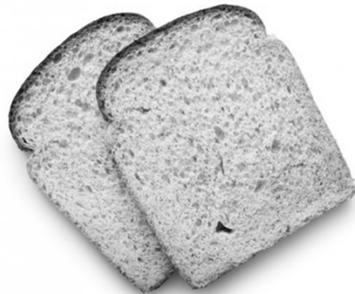
Dipper/Scoop	Measure	Ounces
#6	2/3 cup	6 ounces
#8	1/2 cup	4 – 5 ounces
#10	3/8 cup	3 – 4 ounces
#12	1/3 cup	2½ – 3 ounces
#16	1/4 cup	2 – 2¼ ounces
#20	3 Tablespoons	1¾ – 2 ounces
#24	2⅔ Tablespoons	1½ – 1¾ ounces
#30	2 Tablespoons	1–1½ ounces
#40	1½ Tablespoons	¾ ounce

## OTHER CONVERSIONS

Item	Can Size	Approximate Number of Cups	Approximate Number of 4oz. Portions
Number 10	96 oz.	12 cups	24
Number 5	4 – 4½ pound	8 cups	16-20
Number 3	46 oz.	5¼ cups	10
Number 2½	1 lb. 13 oz.	3½ cups	6-7
Number 2	18 oz.	2½ cups	4-5
Number 303	16 oz.	2 cups	4
Number 300	15 oz.	1¾ cups	3-4
Number 1 (Picnic)	12 oz.	1¼ cups	2-3

# CALCULATING FOOD COST

Category	Cost
Grocery (Primary Vendor)	\$5,000.00
Bread Vendor	\$ 450.00
Dairy Vendor	\$ 600.00
Miscellaneous Food	\$ 200.00
<b>TOTAL</b>	<b>\$6,250.00</b>



## MONTHLY FOOD COST

1. Record beginning inventory
2. Add total food purchases for the month
3. Subtract ending inventory

Beginning inventory \$7,456 + Purchases \$10,914 – Ending inventory  
\$9,002

**= Monthly Food Cost \$9,368**

## RAW FOOD COST PPD (PER PATIENT DAY)

1. Monthly Food Cost
2. Divided by total days in month
3. Divided by total clients

$$\text{Monthly Food Cost } \$9,368 \div 30 \text{ days} \div 74 \text{ clients} \\ = \mathbf{\$4.22/\text{day}}$$

## MEALS PER LABOR HOUR

- Total meals served divided by total hours worked
- *Note: Total meals served should include catering or guest meals*

$$\begin{aligned} &6,660 \text{ meals} + 154 \text{ guest meals} \\ &= 6,814 \text{ total meals served} \end{aligned}$$

$$\begin{aligned} &6,814 \text{ meals} \div 485 \text{ labor hours} \\ &= \mathbf{14 \text{ meals per labor hour}} \end{aligned}$$

## LABOR COST PER MEAL

- Divide total labor costs by total meals served (*remember to include catering or guest meals*)
- *Note: Total labor costs includes cost of benefits*

$$\begin{aligned} & \$25,332 \text{ labor cost} \div 6,814 \text{ meals} \\ & = \mathbf{\$3.71 \text{ labor cost per meal}} \end{aligned}$$

## CONTROLLING FOOD COSTS

- Are pre-planned menus followed?
  - Are menu changes based on the facility needs?
  - Is the menu evaluated for portion cost?
  - Are convenience options priced and used wisely?
  - Is an inventory taken? How often?
  - How often are portion sizes checked?
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# INVENTORY

- Consider the storeroom your bank vault
- Keep close security over storerooms and food storage areas
- Recommend at least monthly inventory of all purchases
- Inventory should be viewed prior to all food orders to prevent over-ordering
- Inventory tools:
  - Food vendor order guide
  - Menu ingredient list
  - Menu shopping list

# INVENTORY

- Food inventory cost control
  - Pilferage
  - Waste
- Keep inventory levels low to prevent spoilage
- Order from a menu generated order guide
  - Dead or slow-moving stock is tied up money
  - Recipe items should be integrated into multiple points in the menu
  - Establish Par Levels for all order guide items
- Lock and control inventory access



# INVENTORY

- Organize storeroom according to order list
    - “Sheet to Shelf”
  - Take quantities of all items before you order
  - Subtract amount on hand from order quantity needed for ordering period (menu)
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# ORDERING PRINCIPLES

- Select products for quality, yield and price
- Use an ordering number not just the name of the product
- Take inventory into account
- Double check before you submit
- If over budget can you make a substitution with an item you have in inventory?
- Use the minimum number of orders possible to maximize saving and minimize labor time checking in orders

## READY TO USE (RTU) CONSIDERATIONS

- Prep-time/Labor
- Yield/Waste
- Safety
- Consistency
  
- Example products to consider:
  - Meatballs
  - Fruit Salad
  - Lettuce Salad Mix
  - Lasagna
  - Cakes and Pies
  - Fully Cooked proteins (ie. Pot Roast, Chicken, etc.)

# TO USE OR NOT TO USE? READY TO USE...

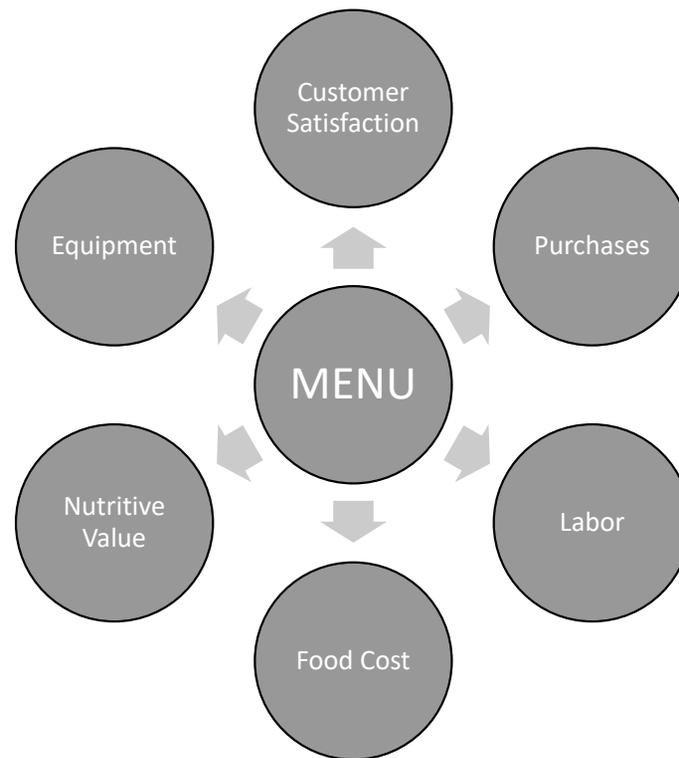
## PRE-MADE FRUIT SALAD

	Cost
Product cost (24 lb RTU)	\$34.25
Waste	\$2.00
Labor (10 minutes)	\$1.41
<b>TOTAL</b>	<b>\$37.66</b>
<b>67 half-cup servings</b>	<b>\$0.57/serving</b>

## EMPLOYEE FRUIT SALAD

	Cost
Product cost:	\$60.13
<i>Pineapple (6 lbs)</i>	<i>\$13.42</i>
<i>Honeydew (6 lbs)</i>	<i>\$18.44</i>
<i>Cantaloupe (6 lbs)</i>	<i>\$10.36</i>
<i>Grapes (6 lbs)</i>	<i>\$17.91</i>
Waste	\$10.00
Labor (60 minutes)	\$8.50
<b>TOTAL</b>	<b>\$78.63</b>
<b>67 half-cup servings</b>	<b>\$1.17/serving</b>

# WHERE DOES COST CONTROL START?



## DO YOU SEE MONEY IN YOUR TRASH?

- Conduct a plate waste study
- Evaluate your menu
- Train staff in production and serving
- Inventory and control



# EQUIPMENT MAINTENANCE VS. REPLACEMENT

## MAINTENANCE

- How much does maintenance cost?
- What are the related expenses – water, electricity, etc.?
- Are there safety hazards to be considered?

## REPLACEMENT

- How much does replacement cost?
- Are there potential cost savings in replacement? (water, electricity, etc.)
- What are the safety benefits?

## FACTORS INFLUENCING CLIENT NEEDS

- Likes and Dislikes
  - Expectations
  - Variety
  - Choice
  - Appetite
  - Sense of Taste and Smell
  - Allergies and Intolerances
  - Cultural and Ethnic Influences
  - Lifestyle
  - Religious Convictions
  - Personal Values
  - Language and Literacy
  - Clinical Conditions
  - Drug Therapies
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## REMEMBERING DINING GOALS

- Allow the resident to function independently to the fullest capacity
  - Assist the resident to be independent at mealtimes
  - Nourish the body and soul
  - Make mealtimes pleasurable, social, meaningful daily activities
  - Allow food choices whenever possible
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QUESTIONS?



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