



Redefining Healthcare Food Service

NETING



MEAL DELIVERY SYSTEMS:

- Room service
- Mobile
- Traylines
- Cafeteria
- Community dining

CATERING



# BEYOND MEAL DELIVERY

## Equipment Catalog

Prices Effective October 1, 2013

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# IGNITE YOUR PATIENT SATISFACTION, AND MEAL SATIETY

## Presented by :

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  - *with input from industry foodservice directors*





## Effective meal delivery options for room service, traditional menu selection or hybrids

### Objectives:

- build positive brand image,
- better service,
- better patient satisfaction,
- increase efficiency,
- economics of meal delivery and
- food safety in your foodservice operations



- THE RIGHT TOOLS
- STRATEGIES
- EQUIPMENT
- ATTITUDE

**TO ENHANCE FOOD QUALITY & FOOD  
SAFETY = ELEVATED  
PATIENT/RESIDENT/CLIENT SATISFACTION.**



## INFLUENCERS:

- Financial Constraints: It hits the hospital bottom line
  - Retuning operational with more efficiencies in terms of expense and accomplish cultural , flavor and cooking menu diversities without compromising qualities.
- Future solutions that can be used today and sustain over time
  - Being more proactive not reactive too the situation. Purchasing equipment for today but looking for multifunctional aspects.
- Taking into considerations menu trends that drive taste and economics scale
- Reallocation of staff/cross training



# WHAT ARE YOU TRYING TO ACHIEVE

- Hotter Food/Colder Food for your patients and guests
- Increase Efficiency
- Increase Speed/On Time Delivery
- Maximize Footprint
- Reduce capital expenditures for equipment
- Ergonomic Workstations
  - Safe
  - Ease of use

# OBSERVE AND EXAMINE



- Observe the tray line in action
- Time how many trays are assembled per minute
- Evaluate layout and space constraints
- Measure the temperature of plated food
- Determine if equipment is being used correctly

# MEAL DELIVERY



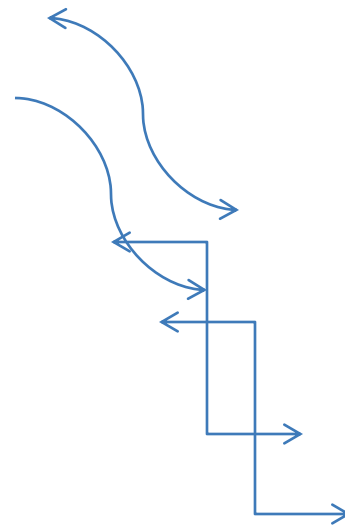
## MEAL ASSEMBLY

- P.O.D.S
- TRADITIONAL TRAY LINE
  - BULK DELIVERY
- SPOKEN OR MEAL TICKETS



## PATIENT/RESIDENT SERVICE

- BEDSIDE TRAYS
- ROOM SERVICE WITH TRAYS
- CONGREGATE/FAMILY DINING
- RESTAURANT/HOTEL SERVICE







# ANATOMY OF A POD

Healthcare kitchens are adopting lean manufacturing practices, tearing out tray lines and implementing pod assembly systems with excellent results

Example: one server works with two hosts/hostesses, dishing up entrees while the hosts/hostesses assemble the rest of the tray. Once trays are assembled and loaded on carts, hosts/hostesses deliver them to patients. Since smaller carts are used, some meals can be delivered while others are still being assembled. That's shortened tray assembly time to between 60 and 90 minutes, less than half the time of the old tray line

\*4 pods=8 tray lines

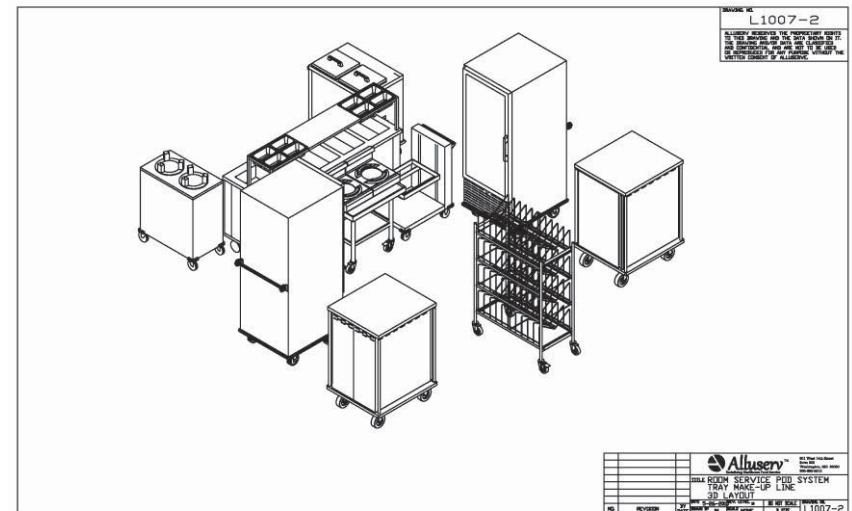


## **BENEFITS OF PODS**

- ❖ **Efficient** – There is a dedicated team working on meal assembly.
- ❖ **Versatile** – It allows your kitchen staff to have cooking processes flexibility(cook/serve, precision temp cooking, room service).
- ❖ **Increase patient satisfaction** – Receiving meals quicker, timely, right food temperature.
- ❖ **Improve food presentation** – The individual teams who prepares the tray is also the one serving the meal, which improves staff accountability.
- ❖ **Equipment flexibility**-more effective use of equipment
- ❖ **Menu Versatility** – Pods allow you to move towards a more traditional restaurant menu verses the typical seven-day cycle.
- ❖ **Increase Food Safety**- small batches of cooked food, better air curtains to maintain colder to point of service
- ❖ **Increase pride/ownership**-Employees have better ownership of trays and therefore it elevates patient satisfaction . Increases acceptance & accuracy.

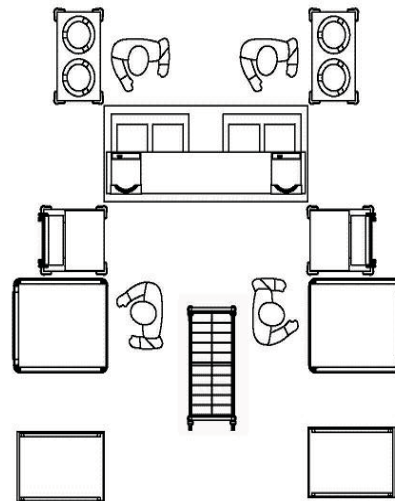
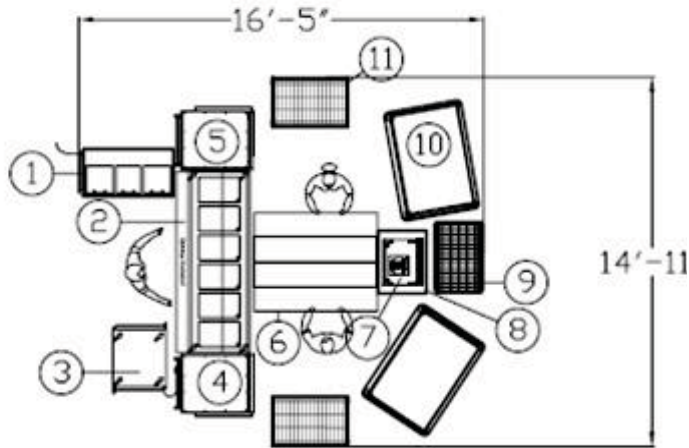
## POD ADVANTAGES

- Better temperature control
- Safety
- Human Ergonomics
- Efficiencies
- Food Quality/Safety
- Maximize Footprint
- Ease of Use
- Versatile
- Flexible
- Less parts/better sanitation





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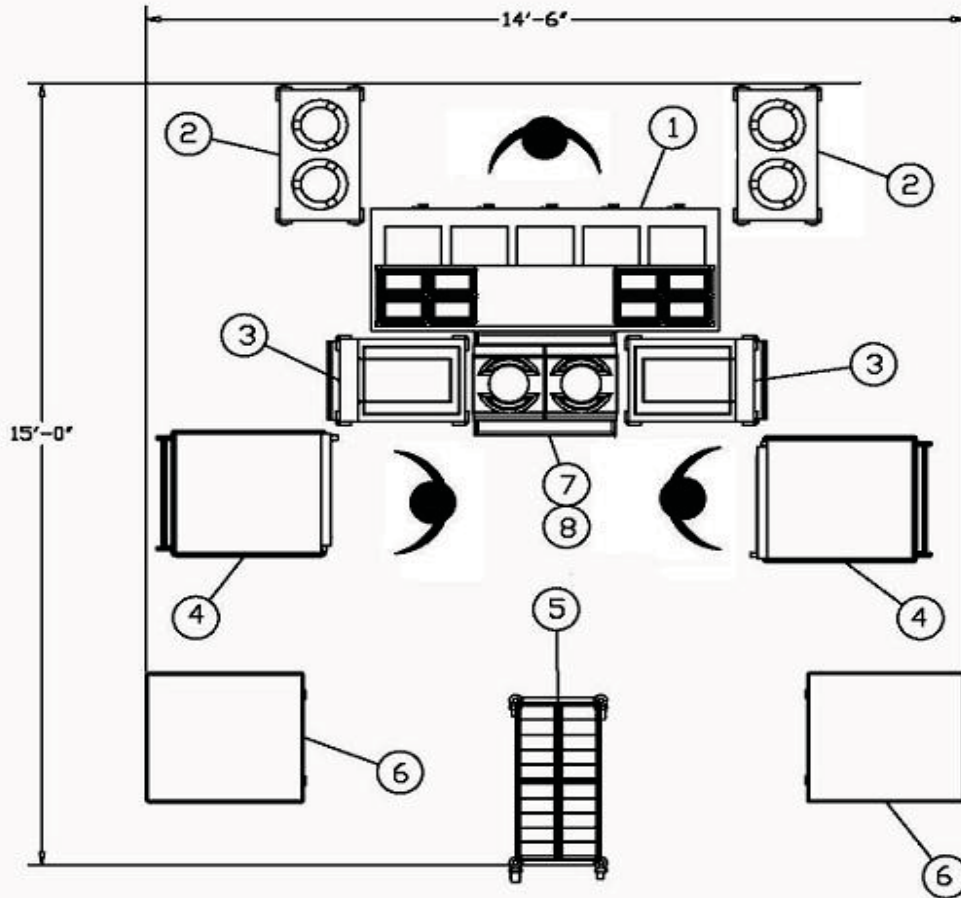
EQUIPMENT LIST		PANEL BOX SCHEDULE						
ITEM NO.	MODEL NO.	ITEM	VOLTS/PH	LOAD FACTOR	POLES	AMPS	RECEPT	BOX
1	SPR300	PLATE RESPONSE 2 SELF HEATED 8-1/2"	120/1	-	1	15	15-200	15
2	SPR300	HOT FIBER SERVICE UNIT 4 BELL	120/1	-	1	15	15-200	15
3	SPR300	DRINK DISPENSER PLATE ACTIVATOR	120/1	-	1	15	15-200	15
4	SPR300	DRINK DISPENSER TRAY RESPONSE 1 STACK TRAY	120/1	-	1	15	15-200	15
5	SPR300	ICE DISPENSER DISPENSER	120/1	-	1	15	15-200	15
6	SPR300	TRAY DELIVERY CART 30 CAPACITY	-	-	-	-	-	-
7	SPR300	TRAY DELIVERY CART 30 CAPACITY	-	-	-	-	-	-
8	SPR300	TRAY DELIVERY CART 30 CAPACITY	-	-	-	-	-	-
9								
10								
11								

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DRAWING NO.  
**L1007-1**  
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Item #	Model #	Description	List Price	QTY
1	AHIB5	Hot Food Counter 5-Well w/ Heat-in-Base Over Shelf w/ Plastic Bins	\$13,358.00	1
2	EPD209	Plate Dispenser 2-Silo 9-1/8"	\$1,952.00	2
3	CTD1520	Cartilever Tray Dispenser	\$4,328.00	2
4	AC10	Air Curtain Refrigerator	\$31,148.00	2
5	100CDR	Dome Storage Rack 100 Capacity	\$2,646.00	1
6	TDC12	Tray Delivery Cart 1-Door 12-Capacity	\$28,464.00	8
7	AIPH2	Induction Plate Activator	\$8,720.00	1
8	AIT1M	Induction Plate Activator Table Mobile	\$1,640.00	1
			\$95,318.00	

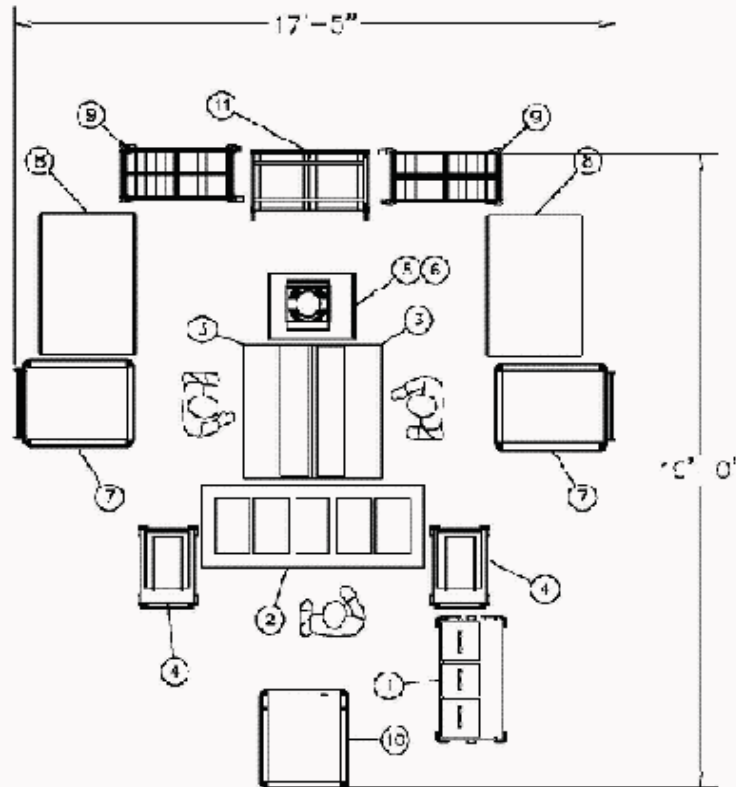
				800 West 140 Street Bellevue, WA 98005 206-835-2211	
<b>TITLE ROOM SERVICE POD SYSTEM TRAY MAKE-UP LINE FLOOR PLAN LAYOUT</b>					
		DATE: 5-26-2014		NO NET SCALE	
NO.	REVISION	BY	DATE	NO.	ISSUE
				1	L1007-1





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DRAWING NO.  
**L1005-3**  
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**EQUIPMENT SCHEDULE**

ITEM NO.	MODEL NO.	ITEM
1	QPH1	CONVECTION PLATE HEATER 3 6L2
2	ANFS	3 WELL HOT FOOD COUNTER
3	BY OTHERS	24 X 30 WORKABLE WITH DOUBLE OVERSHELF
4	U 218R1	CARTRIDGE ONLY DISPENSER 1 1/2 GALL 16 X 2 1/2
5	BY OTHERS	INDUCTION CHARGER TABLE
6	BY OTHERS	INDUCTION HEATER
7	ACMB	AIR CURTAIN REFRIGERATOR
8	TC24	TRAY DELIVERY CART 2 DOOR 24 CAPACITY
9	ESD2P	SCENE STORAGE BASK 100 CAPACITY
10	BY OTHERS	HEATED DIAPHER
11	ESD2P	INDUCTION BASE RACK 180 CAP.
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**INDIVIDUAL FGD LAYOUT**

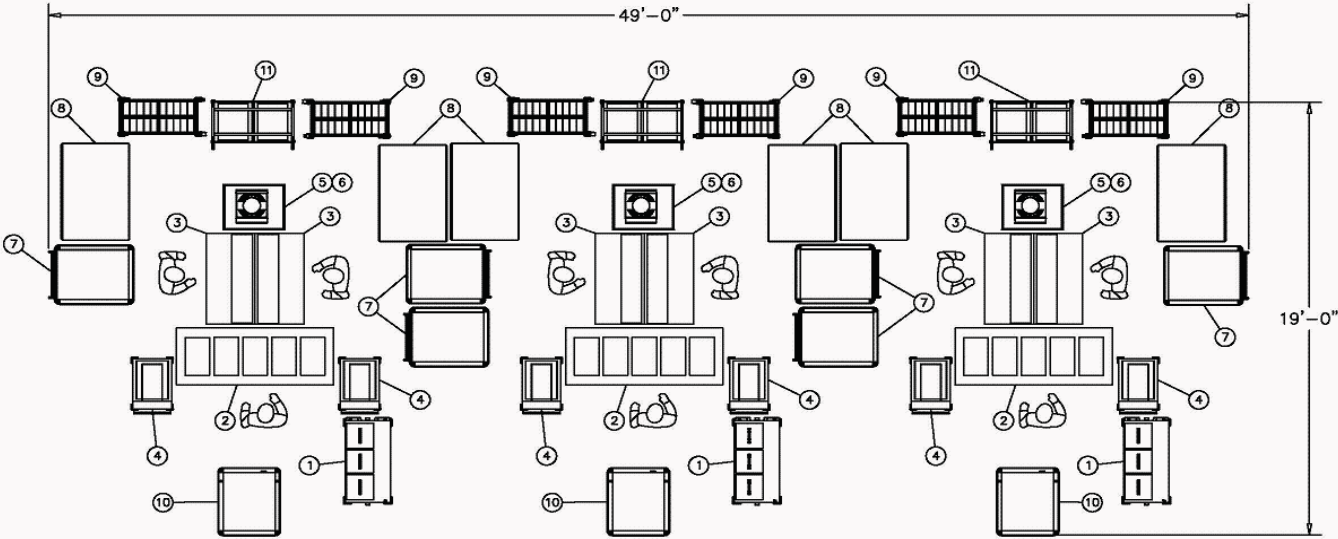
				111005-3 L1005-3 11/10/10
		<b>TRAY MAKE-UP LINE          FLOOR PLAN LAYOUT          SAMPLE THREE-PHASE FOOD SYSTEM</b>		
DATE: 11-10-10 DRAWN BY: JH	CHECKED BY: JH DATE: 11-10-10	SCALE: 1/8"=1'-0" PROJECT NO: 111005-3	DRAWN NO: L1005-3	111005-3



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DRAWING NO.  
**L1005-1**

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**EQUIPMENT SCHEDULE**

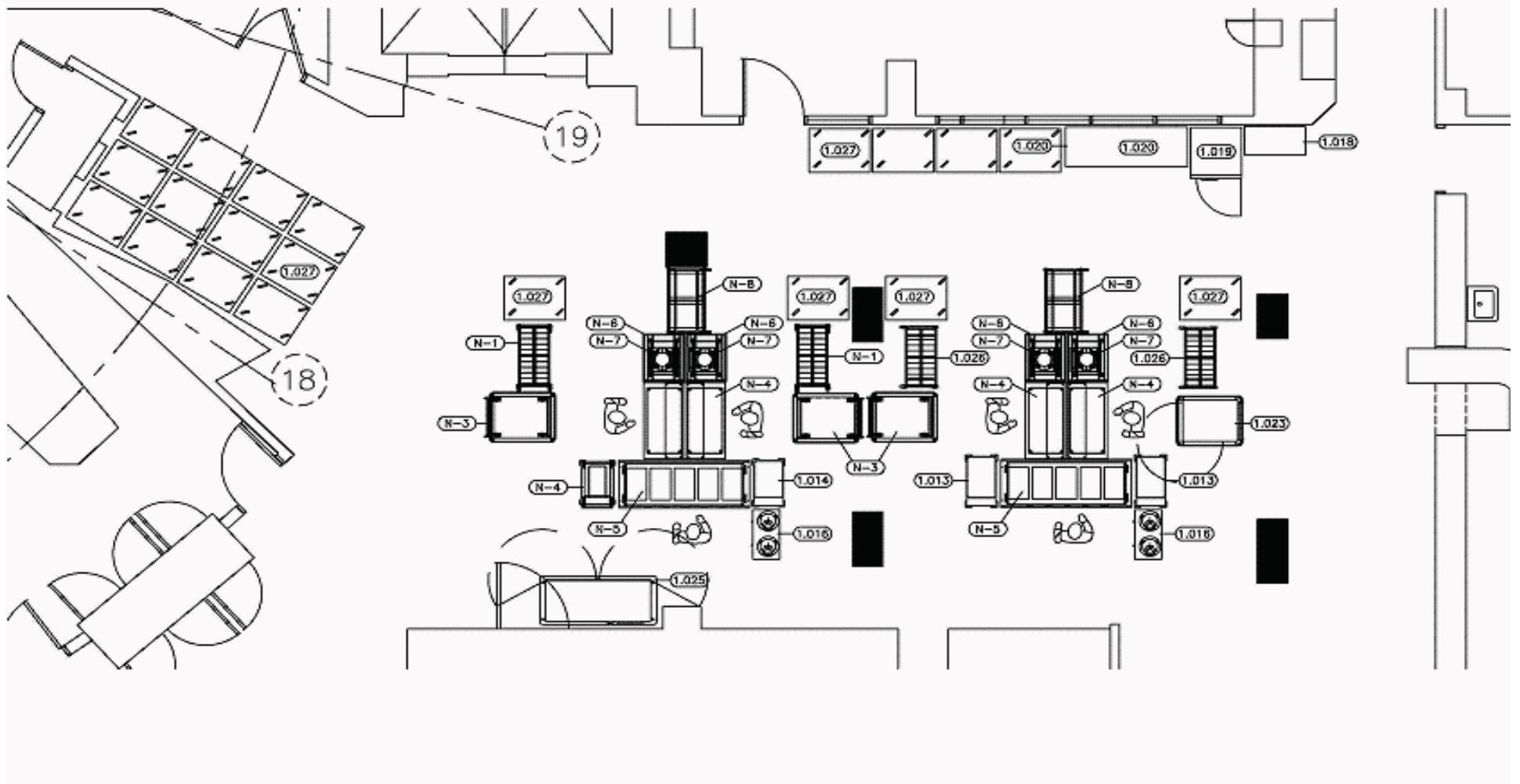
ITEM NO.	MODEL NO.	ITEM
1	GPH3	CONVECTION PLATE HEATER 3 SILO
2	AHFD	5 WELL HOT FOOD COUNTER
3	BY OTHERS	24 X 50 WORKTABLE WITH DOUBLE OVERSHELF
4	CTD1520	CANTILEVER TRAY DISPENSER 1 STACK 19 X 20
5	BY OTHERS	INDUCTION CHARGER TABLE
6	BY OTHERS	INDUCTION HEATER
7	AC10	AIR CURTAIN REFRIGERATOR
8	TC24	TRAY DELIVERY CART 2 DOOR 24 CAPACITY
9	100C0R	DOME STORAGE RACK 100 CAPACITY
10	BY OTHERS	HEATED CABINET
11	1R002R	INDUCTION BASE RACK 160 CAP.
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**THREE POD ROOM SERVICE SYSTEM**

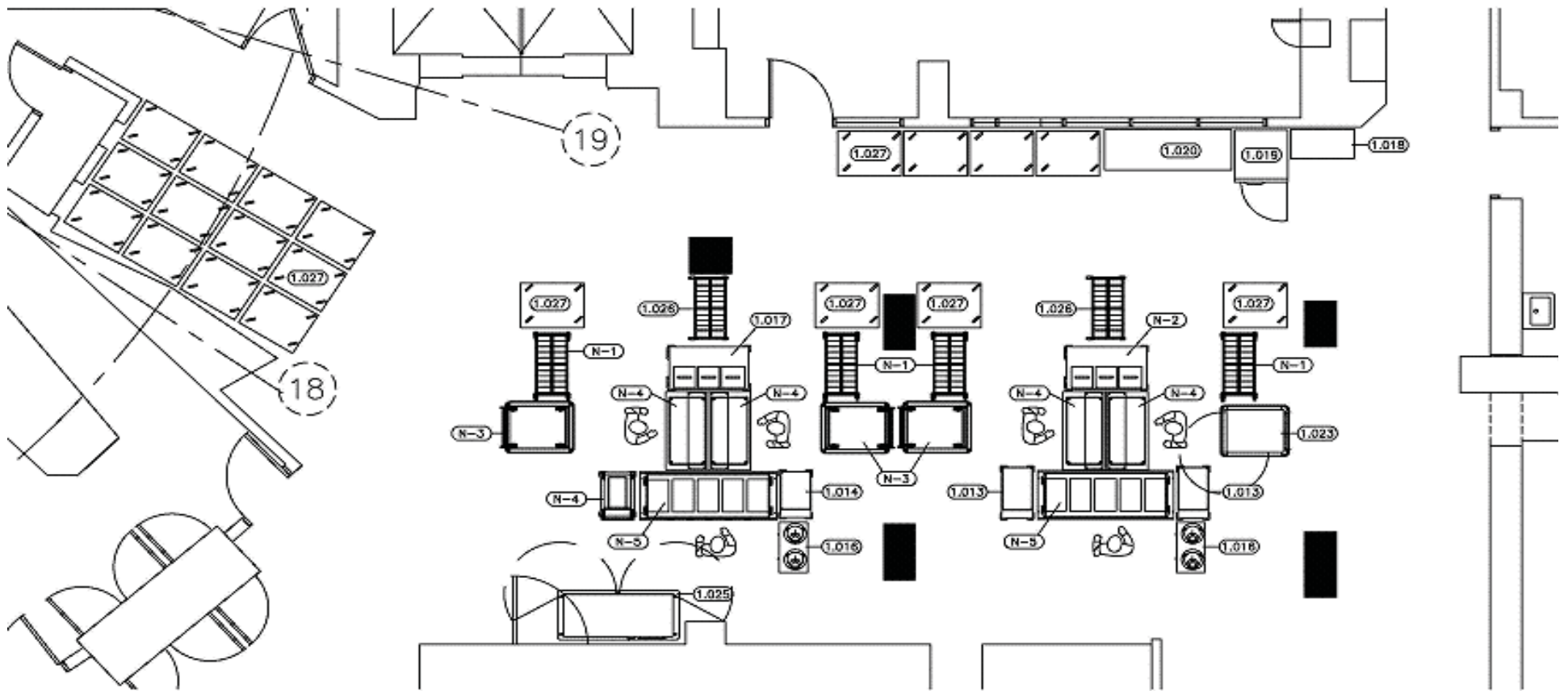
		<b>Alluserv™</b> <small>Redefining Healthcare Food Service</small>		801 West 14th Street Suite 200 Washington, MD 20780 888-465-0215	
		<b>TITLE</b> TRAY MAKE-UP LINE FLOOR PLAN LAYOUT SAMPLE THREE POD SYSTEM			
		DATE: 4-19-2016		DRAWING NO. L1005-1	
		BY: JM		DO NOT SCALE	
NO. REVISION		DATE		SCALE: 1/2"=1'-0" D SIZE	



This is your layout with Induction system



This is your layout with wax base system





## FOODSERVICE DIRECTORS COMMENTS:

- The pod system has shortened assembly time and improved accuracy. Equally as important as the noted improvement in tray appearance..." Pods also provide a cost effective solution to upgrade your kitchens without investing a lot of capital like that needed for major renovations.
- At the same time, the hospital saw the number of trays assembled rise from a rate of between 2.9 and 3.9 per minute to between 4.7 and 5.8 per minute. Many other operations have experienced similar results. After all, on a tray line, the belt can only move as quickly as the slowest employee.