



Alluserv™

Elevating Meal Service Experiences

WE EAT WITH OUR EYES



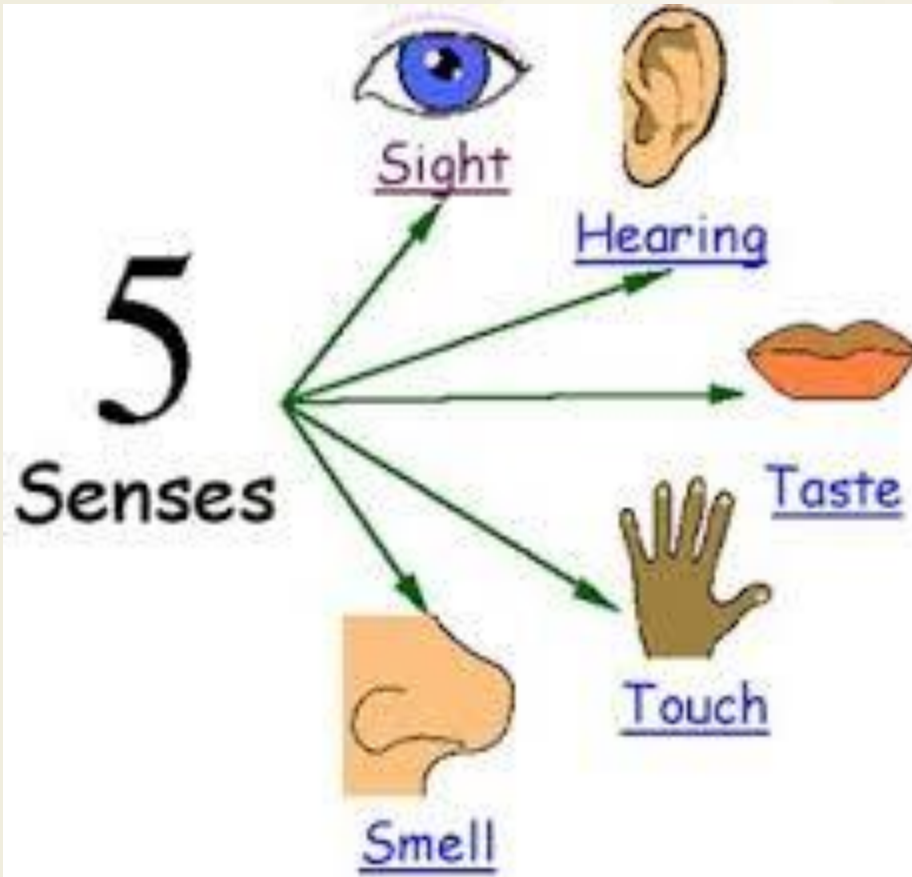
Presented by Marsha Diamond, MA, RDN, President, Diamond Approach
732.616.7220

RE-INVENT YOUR STRATEGY NOW

- You can't stop the waves...so learn to surf.
- the season of rebirth



OBJECTIVES:



- Strategies to enhance your populations' food intake
- Identify the satisfiers of tray presentation
- Learn the meal assembly and meal delivery merchandising tips to increase satisfaction and increase the positive meal service experience



SUCCESS FORMULA

DELICIOUS FOOD + EXCEPTIONAL SERVICES + GREAT ENVIRONMENT= GREAT MEAL EXPERIENCES

- Yes, services is plural – timeliness of service, guest meals, other
- **People eat with their eyes – we strongly believe it.**
- Everything starts with the menu – what does yours look like?

PATIENTS EAT WITH THEIR EYES FIRST

- How a food looks tell the patient a lot about the food
- People use the way a food looks to judge the food for freshness and quality. When the food is visually appealing to a patient, we accomplish our mission of providing nourishment for the recovery of our patients
- Color, shape, size and position of food matters in visual appeal

AROMA
FLAVOR
TASTE





PRESENTATION - VISUAL EXPERIENCE

- COLOR: the most impactful eye appeal
- SHAPE: ingredients
- STYLE: arranging ingredients, plate



- Break up the colors
- Enhance the color
- Make it “Glisten”
- Keep the color natural

PRESENTATION

COLOR



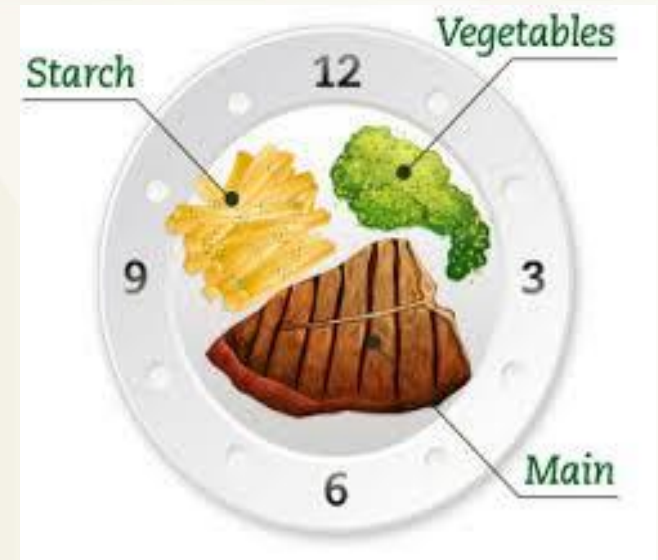
- Vary the cuts of ingredients
- Add textures to the dish

PRESENTATION

SHAPES



- Traditional – The Y style of plating
- Modern plating
- Simplicity



PRESENTATION

STYLE

AROMA STRATEGIES

- Spices
- Herbs
- Cooking Techniques



AROMA

SPICES & HERBS





AROMA

COOKING TECHNIQUES



FLAVOR & TASTE STRATEGIES

- **INGREDIENTS**
- **TECHNIQUES**
- **SKILL / EDUCATION**

FLAVOR & TASTE

TECHNIQUES

SKILLS & EDUCATION



BASIS & BASICS OF PLATE PRESENTATION

COLOR



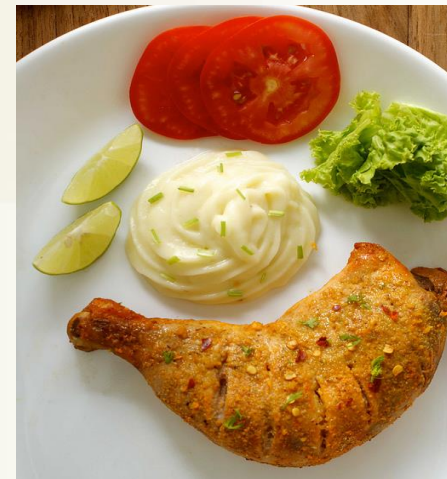
TEXTURE



HEIGHT

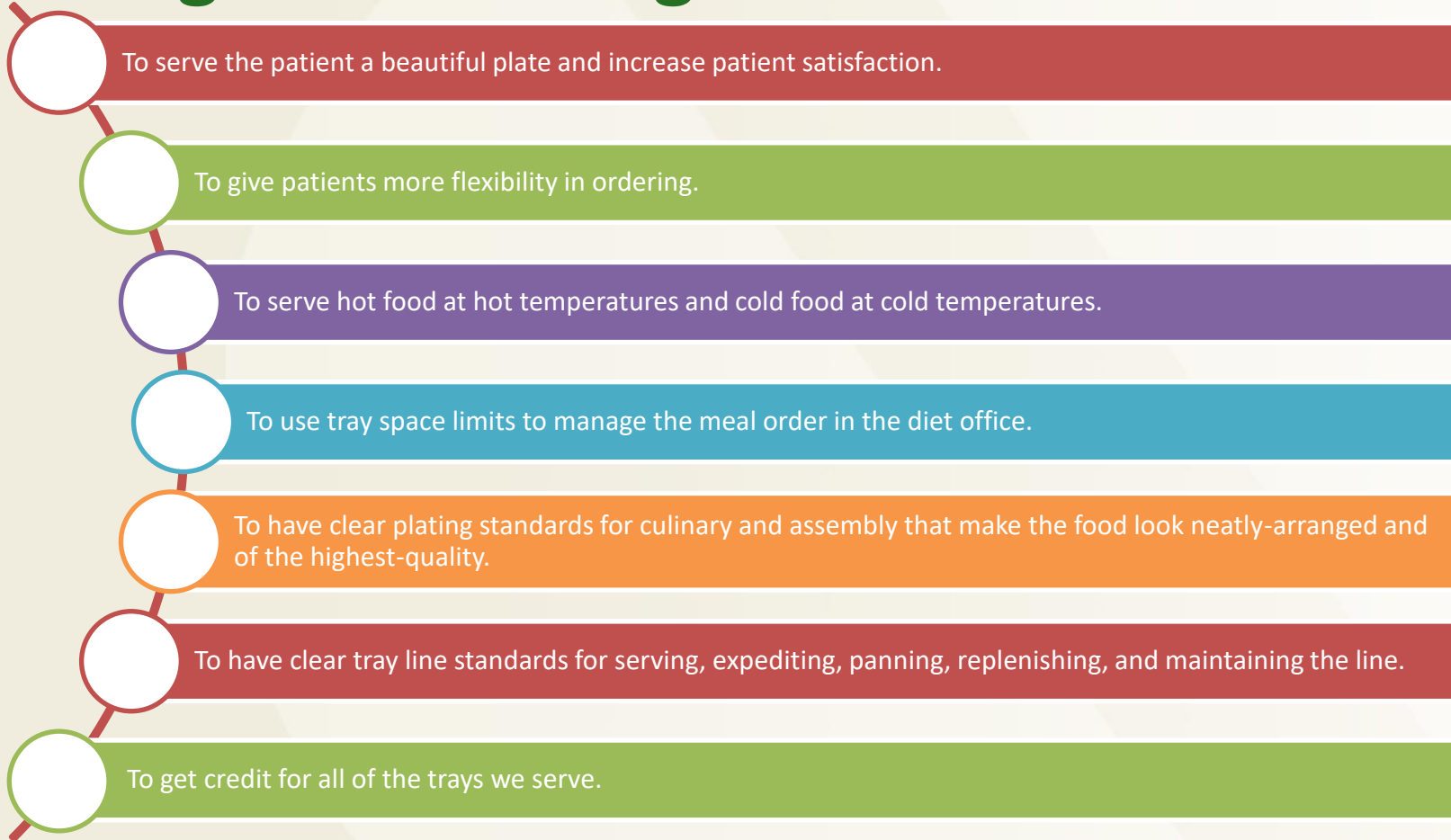


CLEAN PLATE





Plating with PRIDE goals

- 
- To serve the patient a beautiful plate and increase patient satisfaction.
 - To give patients more flexibility in ordering.
 - To serve hot food at hot temperatures and cold food at cold temperatures.
 - To use tray space limits to manage the meal order in the diet office.
 - To have clear plating standards for culinary and assembly that make the food look neatly-arranged and of the highest-quality.
 - To have clear tray line standards for serving, expediting, panning, replenishing, and maintaining the line.
 - To get credit for all of the trays we serve.

VISUAL APPEAL

- Items should be placed with label side up and facing patient when possible
- Casserole dish should be plated on top half of plate furthest away from the patient
- Trays, dishware, utensils, domes, and bases should be clean, dry, and free from splatters or debris
- All food should be wrapped or covered
- Food should not be placed in disposable containers. Every effort should be made to send food on real dishware
 - Unless a patient has an order for a disposable tray or is in the ED/PACU at MB



TEMPERATURE AWARENESS

- Avoid placing cold items next to hot items to help the food maintain temperature
- If bases are pre-heated, they must be zapped again right before plating
- No bases or domes should be kept under heat lamp
- Plates and casserole dishes must be heated in warmer or oven before plating
 - Ramekins will follow once we have a better solution in place to heat them



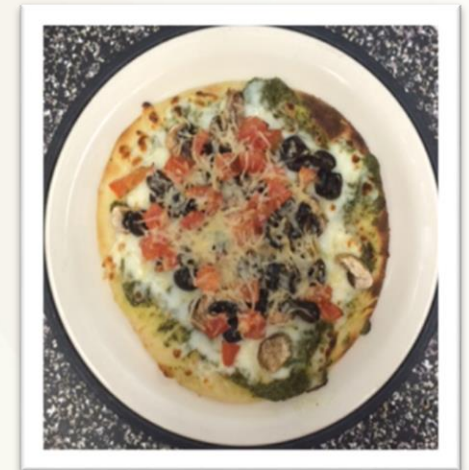
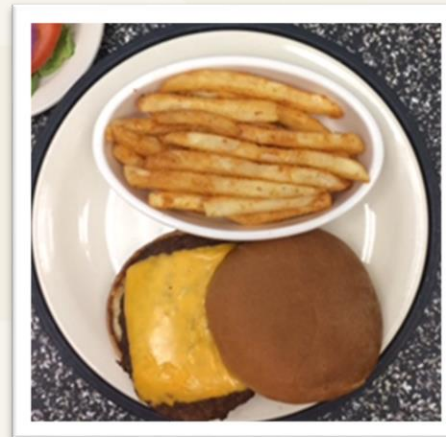
CULINARY & ASSEMBLY BREAKFAST PLATING STANDARDS

- Bread Triangles:
 - Can go on the main plate if space or can go on a small ceramic plate with doily and saran wrap
- Pancakes:
 - Maximum 4 pancakes per main plate
 - Pancakes should not be spread out with back of ladle to prevent from having too large pancakes
 - Can plate pancakes with other items
- Eggs:
 - All eggs should be plated in ramekin
 - Maximum 2 ramekins per dome
 - If either egg in a hole or pancakes, then only 1 ramekin per 1 dome allowed



CULINARY & ASSEMBLY HOT PLATING STANDARDS

- Tacos:
 - Bean Taco – wrapped in foil with brown sticker
 - Chicken Taco – wrapped in foil with no sticker
- Hot Sandwiches-Burgers:
 - Can only be plated with other **HOT** items (bacon is ok)
 - For burgers (beef, chicken, salmon), plate with bun off to side. Bun should not be on top
- Pizza:
 - Can **NOT** be plated with any other items



CULINARY & ASSEMBLY HOT PLATING STANDARDS

- Puree and Ground Meats:
 - Puree meats: must be plated on main plate
 - Ground meats: must be plated in ramekin
- Mashed Potatoes:
 - Must be plated on main plate or in 5oz black bowl with lid
 - Should not be plated in ramekin
- Dim Sum:
 - 1 order = 3 dim sum
 - For 1-4 orders (up to 12 dim sum): Plate on main plate



CULINARY & ASSEMBLY HOT PLATING STANDARDS

- Pasta:

- For 1 order: Plate in casserole dish
- For 2 orders: Plate on main plate
 - If 2 different pastas and sauces are ordered, put on same plate with 1 in casserole and other on main plate.
- Maximum 2 orders per main plate
- Mac N' Cheese & Lasagna must always be plated in casserole dish

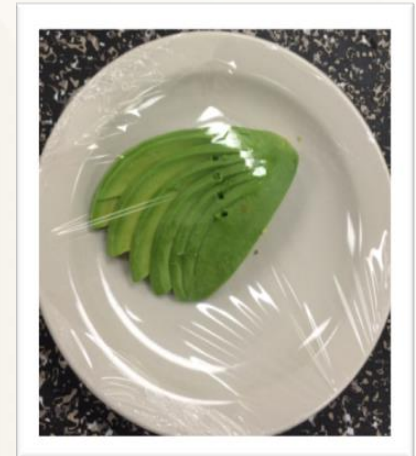


- Quesadilla:

- Must be cut into 3 pieces and shingled on plate
- Quesadilla can be plated with other items

CULINARY & ASSEMBLY COLD PLATING STANDARDS

- Side of Tuna or Egg Salad:
 - Plate in swirl dish with lid only
- Hardboiled Egg:
 - For 1-2 hard boiled eggs: plate in swirl dish with lid
 - 2 hard boiled eggs per swirl dish maximum
- Avocado:
 - Plate on a small ceramic plate with saran wrap
 - Can not be plated with any other items
 - Can plate up to 2 servings on one plate
- Cold Sandwiches:
 - Can only be plated with other **COLD** items
 - Bacon should be place inside sandwich
 - Should be cut in half and plated facing out



CULINARY & ASSEMBLY COLD PLATING STANDARDS

- Sides of deli meat:
 - Can go on the main plate if space or can go on a small ceramic plate with saran wrap
 - 4 slices = 1 order or 2 oz. serving
 - Maximum 8 orders per main plate (32 slices)
 - Maximum 2 orders per small plate
 - Can be plated with sliced cheese on same plate



- Sides of sliced cheese:
 - Can go on the main plate if space or can go on a small ceramic plate with saran wrap
 - 1 slice = 1 order
 - Maximum 8 orders per main plate (8 slices)
 - Maximum 2 orders per small plate
 - Can be plated with deli meat on same plate

****Max 8 item combo cheese and meat on Main Plate****

- Sides of Lettuce, Tomato, Onion
 - For cold sandwiches, can be plated on main plate side plate if not space on main plate.
 - For hot sandwiches-burgers, must be plated on small ceramic plate with saran wrap
 - Maximum 3 per side plate (i.e. LTO, LLT, TTT, TTO...).
 - Maximum 6 per main plate
 - Cannot be plated with cheese and/or meat



ASSEMBLY PLATING STANDARDS

- Lemon wedge:
 - 1 each: in 2oz soufflé cup with lid
 - 2 or more: in swirl dish with lid
- Oranges or Tangerine:
 - Plate in swirl dish (no lid necessary)
- Banana:
 - Plate on small ceramic plate with doily (no saran wrap necessary)



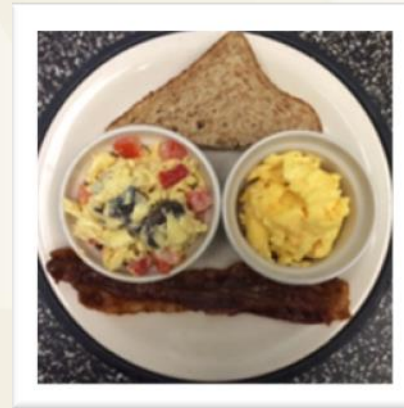
ASSEMBLY PLATING STANDARDS

- Salsa, Sour Cream, Guacamole:
 - Plate in soufflé cup with lid
 - Place on tray next to condiment container
- Other Condiments:
 - Place into condiment container with label facing patient
 - Use additional condiment containers as needed
- Cookies (choc chip, oatmeal, snickerdoodle, madeleine):
 - For 1-3 cookies: plate on a small ceramic plate with doily saran wrap
 - 3 cookies per plate maximum

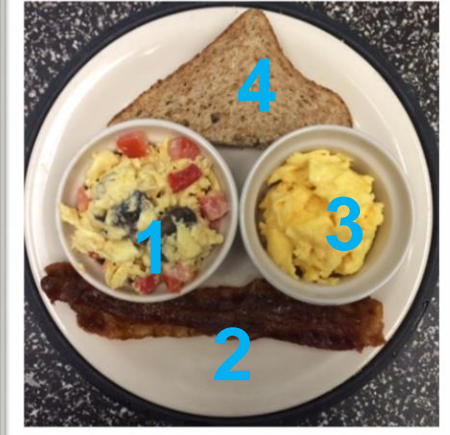
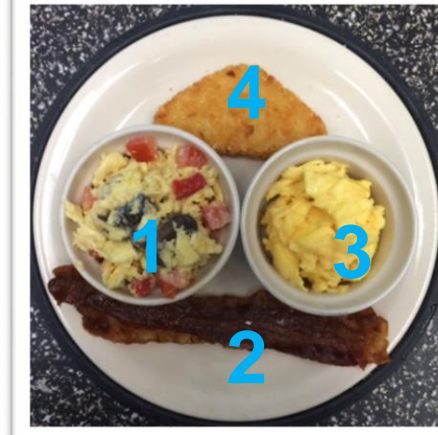
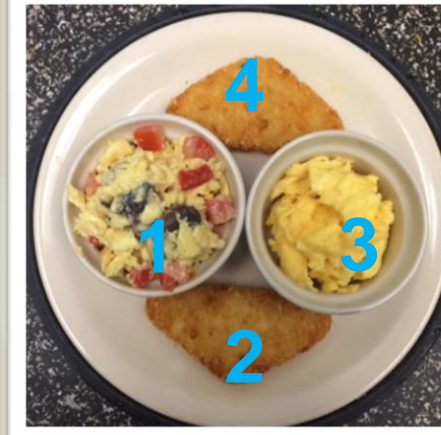
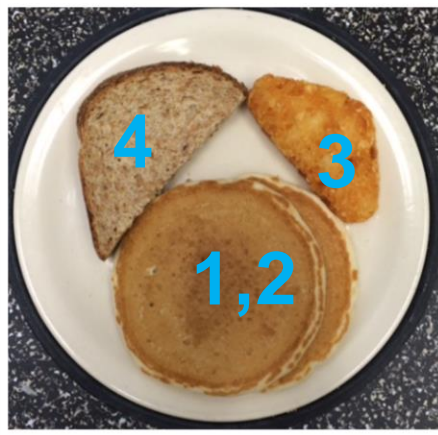
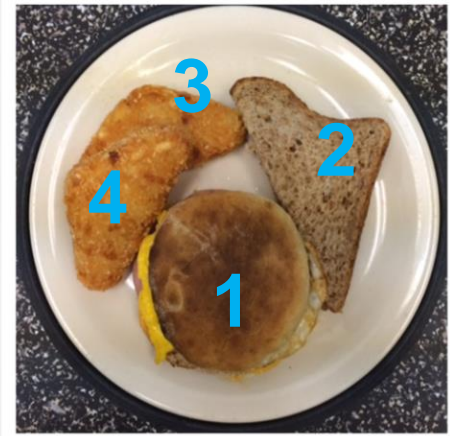
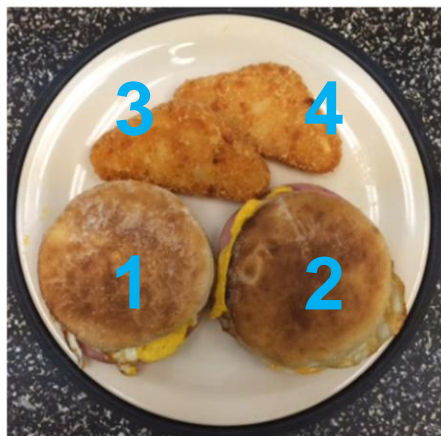
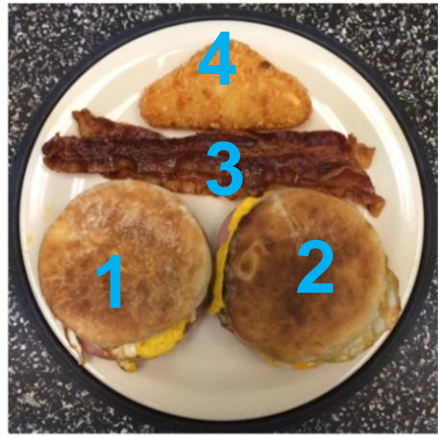


PLATING STANDARDS: DOMES, RAMEKINS, AND CASSEROLES

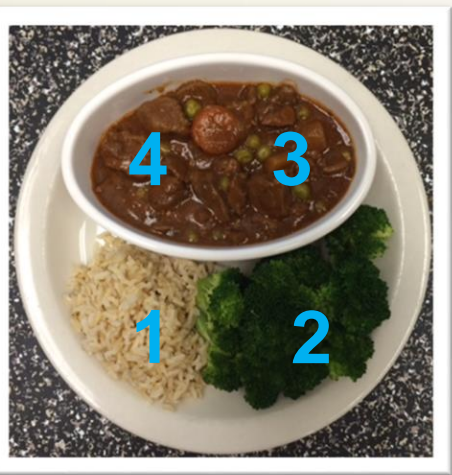
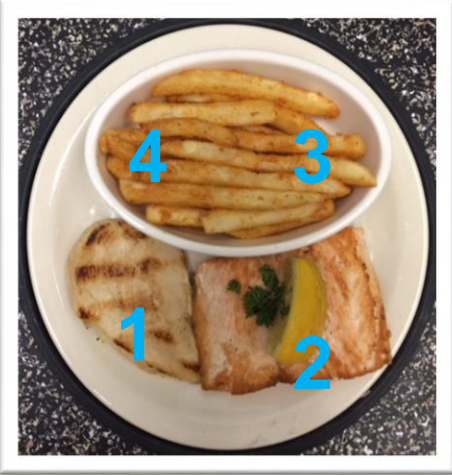
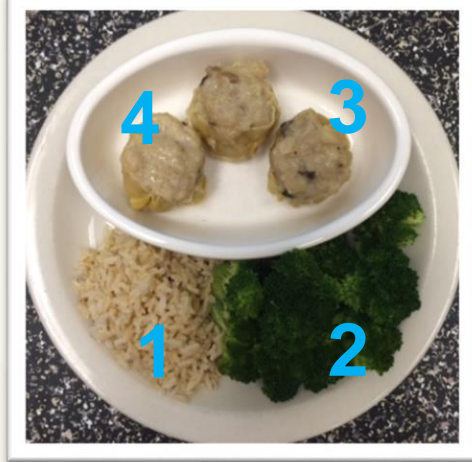
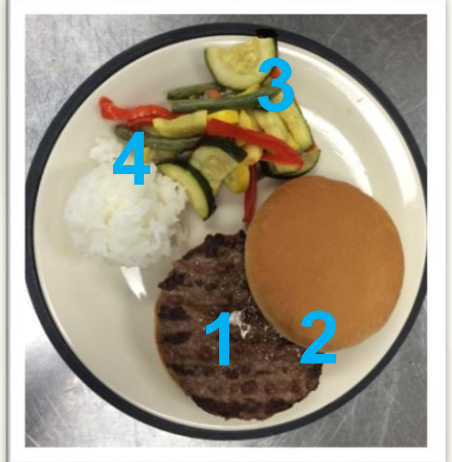
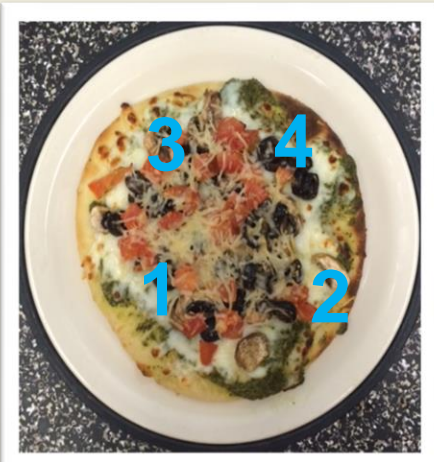
- Can have maximum 1 dome per tray
- Can have a maximum of 2 ramekins under 1 dome at a time
 - Exception: If either egg in a hole or pancakes, then only 1 ramekin per dome allowed
- Can have a maximum of 1 casserole under the dome at one time
- Ramekins and casseroles can not be placed on the same plate under 1 dome



NO MORE THAN 4 ITEMS UNDER 1 DOME



NO MORE THAN 4 ITEMS UNDER 1 DOME



NO MORE THAN 4 ITEMS UNDER 1 DOME



NO MORE THAN 6 SIDE ITEM OUTSIDE THE DOME



Tray Presentation



Tray Presentation



CONTRASTING COLORS AND TEXTURES



USE SMALLER DISHES TO ELEVATE



ANOTHER PERSPECTIVE WITH DISHES



LAYERED PLATING



GOOD THINGS IN SMALL DISHES WITH STYLE



COLD BOXES



MEAL TRAY



Plate Presentation



Purees









“With Foodini we are in the process of printing eye appealing and flavorful creations from our own recipes to serve to our patients on dysphagia diets. We realize we have only scratched the surface of what Foodini can produce and look forward to an exciting and creative future with 3D printed food”.

- Laura Robson
- University of Utah Hospitals and Clinics



<https://youtu.be/XxepFtNTh74>



IS THIS YOUR BEEF STEW?



TASTY, PROPER & SAFE TEMPERATURE, RIGHT
SIZE PORTIONS, RIGHT VESSEL, COLOR, AND EYE
APPEAL

THOUGHTS

- ✓ Team-Collaboration, plating training
- ✓ Techniques –applications, implementations, training
- ✓ Consider color, size and shape
 - ✓ food, garnishes & vessels
- ✓ Tray accessory complement
- ✓ Portion tools
- ✓ Consider equipment-technology
- ✓ Imagery-healthcare food-delicious, beautiful, flavorful, and voila!



MOVING AHEAD

- Mobile Apps for ordering
- Social distancing with communities
- The experience. consumers demand more and more elevated dining experiences, safe food, timely service, consistent quality – and healthcare environments are no exception. Patient satisfaction scores – and revenue – depend on it.
- Best possible patient experiences
- Improve HCAPS, press ganey score or survey scores
- Provide elevated experiences
- Increased Nutritional intake



REMEMBER

- Elicit direct feedback from residents
- Train and Empower the service staff
- Tweaking and improving all elements of the success formula
- Process improvement
- Foods have to be hot and food have to be cold
- Feedback and transparency on standards - publish them daily to all staff
- Engage influencers in your facility

SPONSORED BY AHF-NJ and ALLUSERV

Deb Ryan-President, AHF-NJ

Food Service Director

Oakland Rehabilitation & Healthcare Center

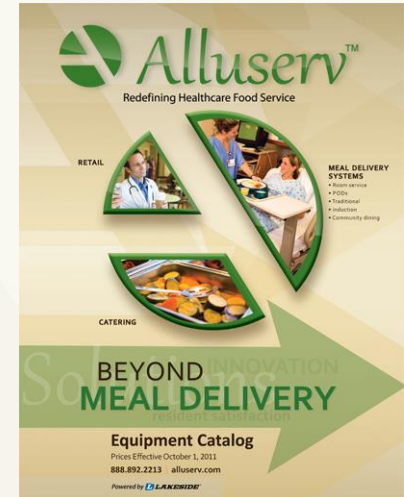
DRyan@oaklandrehabhc.com

Kevin Vigeant - Executive VP, Sales,

Alluserv, Lakeside

kvigeant@alluserv.com,

860.993.6724 or 888.892.2213



Certificate of participation is available to download, video links and PowerPoint slideshows will be available **ONLINE 4/20/20** at www.alluserv.com

COVID-19 RESOURCES FROM LAKESIDE/ALLUSERV

- Screen walls / traffic rails-Screen walls
 - provide decorative, functional and safe separation
 - block ugly sight lines too.
- Portable handwashing sinks
- Isolation carts-meal delivery, and yellow isolation carts for masks, garments, etc..
- IV Stands and tables
- Wire Storage & Transportation
- Utility Carts

