

Food & Beverage Update

Tuesday, December 10th, 2024

OJ Robinson, Director of Food & Beverage
Bryan Nelson, Executive Chef





Agenda

- Welcome
- Overview of Today's Program
- Brunch Reservations Policy at Riverview
- Riverview Menu
- Marketplace Hours
- Quarterly Resident Survey
- Coming in 2025

Brunch Reservations at Riverview

BEFORE Brunch Reservations

- Could only provide service to maximum of 120 residents
- “Wait to be seated” was up to 15 minutes
- Service time from order to table delivery ran up to 40 minutes

AFTER Brunch Reservations

- ✓ Recently provided service for 173 residents.
- ✓ “Wait to be seated” decreased to 5 minutes.
- ✓ Service time from order to table delivery reduced from 40 minutes to a 15–20-minute window.
- ✓ Walk-ins are still being accommodated



Riverview Menu & Marketplace Hours

Riverview Menu Changes

- In January, the Riverview dinner menu will offer ala carte options.
- This means residents can select and group together any items from the menu for their meal.
- Allows for 1, 2 or 3 course dining
- Allows us to begin planning for distinct menu options in Riverview and White Oak Grill

Marketplace Hours

- On Dec. 2, Marketplace returned to the earlier opening time of 8am Mon-Sat.

Surveys

Resident Quarterly Survey

- To help provide relevant feedback to the F&B team on a specific set of metrics that can be measured over time.
- This particular survey has a unique function ... it provides the team with comparative info regarding overall quality of service, and quality and variety of food for different meals.
- Over 200 surveys are typically returned within 7 days.
- Helps create targeted goals regarding resident satisfaction that can be measured over time.
- Other, broader surveys will be developed and utilized in 2025 as new services are rolled out.

Speak Ups

- Provide specific feedback on dining venues and personal resident experiences.
- Asks general questions
- Responses provided

2025: An Exciting Year!




SERVICE AND MENU PLANS

- New, separate menus in Riverview and White Oak Grill
- Restart breakfast service at White Oak Grill for all residents
- Restart the pizza oven in Elk Rock with daily pizza an expanded menu for lunch and dinner
- Reopen The Cove for drink service

DINING ROOM MANAGEMENT

- Continue exploring and testing seating options in Riverview (open seating, reservations, other?)
- Continue exploring and testing different service hours, different take-out options, and other important items.

How We're Going To Keep You Informed

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- “Coffee with OJ & The Team” starts in January, two each month.
 - Bi-Monthly Resident F&B Presentation
 - Quarterly Food & Beverage Department newsletter
 - Quarterly Resident Survey
 - Semi annual All Resident Program (March, Sept)
 - Resident Focus Groups for specific projects
 - Quarterly Kitchen Tours Week

Q&A