



# *Resident Dining Services Manual*

Revised March 8th, 2018

# DINING SERVICES USERS MANUAL



This booklet was designed as a reference to all services and amenities offered by the Dining Services Department at Plymouth Place. It contains phone numbers, times of service, catering prices and other related information. Please keep this guide and use it as often as possible!

## **Introduction to Dining Services**

Plymouth Place Dining Services is managed by Sodexo Senior Services. The management team includes a Director of Dining Services, an Operations Manager, an Executive Chef, an Executive Dining Room Manager, and a Clinical Nutrition Manager. The Dining Services staff members are employed by Plymouth Place. This management team welcomes your comments and suggestions and is dedicated to working with you to help provide high quality food and service.

## **Contact Information**

Alfonso Gracia, Director of Dining Services 708.482.6717

Executive Chef 708.482.6675

Edith Almazan, Executive Dining Room Manager 708.588.6423

Shemika Jenkins, Food Operations Manager 708.482.6676

Janet Budnick, Clinical Nutrition Manager 708.482.6588

## **Resident Dining Committee**

In addition to the Sodexo Management team, there is also a Resident Dining Committee who meets monthly along with at least one member of the management team. Each month this group meets to discuss the previous month's minutes, comment cards, service standards, menu choices, issues and preferences. This committee includes residents from Independent as well as Catered Living. A rotational committee member attends the monthly meeting in the Health Care Center, and relays the information in the Resident Dining Committee Meeting. This volunteer committee is a formal voice for resident dining concerns, and should be utilized as so. Committee members can take information learned, as well as suggestions and comments, to management in the monthly meeting for approval.

# Dining Service Areas and Times of Service

## Levels of Care & Guests

Within the Plymouth Place Community, there are four different levels of care; Independent Living, Catered Living, Greg's Place and the Health Care Center. Each level of care has their own Dining Room(s) as well as meal plan. Residents wishing to dine in a Dining Room other than their own must make a reservation in that Dining Room to avoid additional charges. Residents who dine in a Dining Room other than their own without a reservation, will be charged as a guest. For additional questions, please contact a Dining Services Manager.

### Plymouth Place Bistro

*Located on the Lower Level*

<b>Continental Breakfast</b>	Monday - Sunday	7:00 a.m. - 9:30 a.m.
	<i>*open for all Independent Living Residents</i>	
<b>Lunch</b>	Monday - Saturday	11:30 a.m. - 1:30 p.m.
<b>Dinner</b>	Tuesday & Thursday	5:00pm - 6:30pm

The Bistro offers freshly prepared soups, salads, sandwiches and Grab and Go products in a self service style. This venue is a great option when entertaining guests or looking for a quick and healthy option.

### Sarah Tudor Dining Room

*Located on the Lower Level*

<b>Dinner</b>	Monday - Saturday	5:00 p.m. - 6:30 p.m.
	<i>Features soup, side salads, hot and cold sandwiches, hot entrees and dessert.</i>	
<b>Brunch</b>	Sunday	11:30 a.m. - 1:30 p.m.
	<i>A buffet service which features a soup, salad bar, two hot entrees, side dishes, hot breakfast dishes and assorted desserts. Servers are available to help those in need of assistance.</i>	

The Sarah Tudor Dining Room is open for all Independent Living Residents and their guests. This Dining Room is a restaurant style of service. All residents and guests wishing to dine in this Dining Room must first check in at the Hostess Stand. Any resident wishing to reserve a table for greater than 4 people must make a reservation ahead of time. Any table that is larger than 8 people must require a separate room reservation at least 2 weeks in advance. An extra service fee will be applied in this case. For all holidays, reservations must be made for any resident and their guests wishing to dine in the Sarah Tudor Dining Room.

## **Private Dining Room**

The Private Dining Room, which is located on the Lower Level, is used periodically for meetings and small Luncheons and used as part of Dining Room for Dinner. This room can be reserved for your next luncheon event by calling Edith Almazan, Executive Dining Room Manager, at 708-588-6423. Please note that depending on your catering request, charges for your food and/or beverages will vary depending on the size of your group. If a server is needed, an extra charge will take place. The Private Dining Room can seat up to 24 people maximum.

## **Game Room**

The Game Room, which is also located on the Lower Level, is used for catering groups as needed as well as resident card groups. This room, like the Private Dining Room, can be reserved by calling the Executive Secretary at 708.482.6842. The card room can seat about 24 - 28 people and opens up into the Lounge for additional seating and amenities.

## **Margaret Bailey Dining Room**

*Located on the 2<sup>nd</sup> Floor*

<b>Breakfast</b>	Daily	7:30 a.m. - 9:00 a.m.
<b>Lunch</b>	Monday - Saturday	11:30 a.m. - 1:00 p.m.
	Sundays	11:30 a.m. - 1:30 a.m.
<b>Dinner</b>	Monday - Saturday	5:00 p.m. - 6:30 p.m.
	Sundays	5:00 p.m. - 6:00 p.m.

\* On Sunday's a small buffet is served in place of the regular Dinner service.

The Margaret Bailey Dining Room is located in the middle of the second floor, and is open for all Catered Living Residents. Catered Living Residents can use their declining amount in the Margaret Bailey Dining Room, or in the Bistro during specified Lunch hours. Decline balances can not be used towards catering events that require menu options that differ from those of that day.

## **Skyline Lounge**

*Located on the 8<sup>th</sup> Floor*

The Skyline Lounge can be reserved by calling the Executive Secretary at 708.482.6842. This room, which is located centrally on the 8th floor, has a beautiful view of the Chicago Skyline, and seats 8 - 16 people comfortably. Catering events are held in this room occasionally, but would need to be discussed with the Director of Dining Services prior to confirmation.

## **Carry - Out Service**

This convenient service will be offered daily for all Independent and Catered Living residents. You may order a Carry - Out for Dinner from the daily menu. Please limit the number of meals ordered at one time to FOUR. The Carry - Outs will be pre-packaged and ready at time of pick-up at the Hostess Stand in the Sarah Tudor Dining Room or Margaret Bailey Dining Room. Prices for the Carry - Out Service are listed on the Price Directory.

**Number to Call with Ordering: 708.588.6423 (Edith Almazan)**

Only telephone orders will be accepted. Please do not order a Carry Out in person at the Hostess Stand. Orders can be placed anytime between 10:00 a.m. – 4:00 p.m. and will be available at the specified time given to you upon placing your order. Please ensure to leave a detailed message, including your first and last name, apartment number and phone number. Orders placed in person may incur additional charges and may not be available for pick up until all diners have been served. Items that are brought back to your apartment, must be discarded within 3 days.

## **The Bar**

*Located on the Lower Level*

The Bar is currently open Monday – Saturday from 5:00 p.m. – 6:30 p.m. Drinks can be ordered in the bar or at your table in the dining room. All drinks order will charged to the resident's monthly statement. For guests over the age of 21, the option of paying with a credit card is also available.

## **Reservations**

Reservations are required for groups with a minimum of two to a maximum of eight diners. Please call 708.588.6423 prior to your arrival to the dining room to make a reservation, or document it in the Reservation Book outside of the Dining Room. Please honor your reservation, be on time, and call if you need to cancel. Reservations for all residents and guests are required for **Holidays and any Special Event meals (Easter, Mother's Day, Thanksgiving, etc.)**. If you would like wine glasses to be set at your reserved table prior to arrival, please specify that when making your table reservation. In the event that your table reservation exceeds 8 people, a separate room reservation will have to be made in advance by contacting a Dining Services Manager directly. In addition, an additional service charge will be invoiced to the Residents monthly statement.

## **Suggestions**

We take your comments and suggestions very seriously. Every table has a comment card and pencil, for you as our customer, to let us know how we are doing! Comments can be about the food and/or service. We welcome your input, as it is necessary for us

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to know how you feel in order to meet your expectations. There are also comment boxes located outside of each dining room as well as in the Bistro. Thank You!

### **Registering at the Hostess Stand**

Please register with the hosts when you arrive in the Dining Room and ensure you have your key card. If you are dining alone or with one other person, offer to be seated with another person or a party of two if you are comfortable. If you would rather dine alone, please inform the hosts upon arrival. If you have any guests, please let the hosts know upon arrival. You will be seated first come, first served, and based upon table availability as well as reservations that have been made.

### **Wait Time**

Every attempt is made to seat diners promptly. There are times, however, at the end of the monthly billing cycle, Saturday nights or on evenings when a special event is scheduled, when wait times are unavoidable. If you have plans following your meal, come a little earlier to allow yourself time to have a leisurely meal, and be sure to notify your server of your plans. Feel free to linger over dessert and coffee, but please be sensitive to the posted dining hours.

### **Catering**

Plymouth Place Dining Services is able to provide an array of catering options. If you wish to have an event in any of the public areas, please call the Executive Secretary at 708.482.6842 to reserve the room.

Once the room reservation is made and food and/or beverages are needed, please call Victor Gonzales at 708.482.6486 or Ebony Coleman in his absence to arrange menu details.

Resident caterings will be billed to their monthly statement.

### **Dietary Preferences & Portion Sizes**

Every attempt is made to accommodate the special dietary needs of the residents. If you are on a special diet and would like to speak with our dietician directly about menu options available to you, please contact our dietician at 708.482.6588.

The portion sizes are determined by recipe, and the recommendations of the USDA. If you wish for a larger or smaller portion than we provide while dining in the Sarah Tudor or Margaret Bailey Dining Room, please ask your server when placing your order. The price for the entrée is based on our portion sizes. Requesting for a smaller portion will not mean that you will be charged less. For requests of larger, or double, portions may mean that you are charged more.

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## Plymouth Place Declining Dollars Meal Plan

The total monthly balance will be based on the number of days in the month, as follows:

For Independent Living:

28 Days - \$364.00

30 Days - \$390.00

31 Days - \$403.00

For Catered Living:

28 Days - \$882.00

30 Days - \$945.00

31 Days - \$976.50

### **Dining Rooms**

Menu Items are Individually Priced:

**Soup** - \$1.50

**Salad** - \$1.50

**Entrée** (includes choice of two sides) - \$8.50

**Dessert** - \$2.00

**Berry Bowls** - \$3.00 (If you would like ice cream with this, and additional \$2.00 will be charged.)

**Beef Tenderloin** – Entrée Charge off your decline account, PLUS Market Price Charged in your incline account.

(Please ask Servers for Market Price as it changes)

Beverages are included with all meals

*Prices are not printed on the menus in an effort to make residents/guests more comfortable dining with us.*

*Guest Meal prices vary and are listed on the Price List Directory for 2018.*

Account balances need to be used in full each month and will not roll over.

Any resident can request a current balance from their server at the end of the meal.

### Resident and Guest Meal Charges

<b>Meal Service</b>	<b>Resident</b>	<b>Guest</b>
Sunday Brunch	\$ 16.00	\$ 23.00
Holiday Brunch	\$ 19.00	\$ 23.00
Birthday Dinner	\$ 16.00	\$ 20.00
Main Entrée	\$ 8.50	\$ 16.00
<b>Bistro</b>	Prices will change at Market Rate	
<b>Breakfast:</b> CL, HCC, GP	\$ 6.00	\$ 7.00

All children age 5 or under are free. All other age children are at posted charges.

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### Miscellaneous Charges and information

Room Delivery Service	\$ 6.00
Carry-Out Service	\$ 2.00
Carry-Out Service on Sundays	\$ 2.00

If you have any questions about menu pricing or current balance,  
please call Edith at 708-588-6423

Account balances will take affect on the 1<sup>st</sup> of each month. Menus are priced ala carte, and pricing deducts off of your account balance as items are ordered. The Declining Dollars Meal Plan is much like a checking account, where you start with a specific amount, and as items are purchased, a specific dollar amount is deducted from that balance.

- 1. Guests Meals: Dining Dollars** may be used in the dining room and the Bistro for your guests.
- 2. Joint Accounts:** Couples may combine **Dining Dollars** and function with one account.
- 3. Extended Absence Credit:** Vacation Credits are granted upon request if a Resident is away from Plymouth Place 15 or more consecutive days. Please fill out request at the front desk to request credit. Please note **Dining Dollars** will not accrue while you are away.  
For IL **\$5.00 per day**  
For AL **\$9.00 per day**
- 4.** Only 5 like items can be purchased in a transaction in the Bistro (i.e 5 bottles of soda no matter of flavor combination)