



Dishing Up Success! *A Recipe for Customer Service Excellence in Dietary Management*

Don't overlook the importance of the Dietary Department!

These two programs from Donna Manning DTR, Senior consultant with Maun-Lemke, LLC, will help you serve-up exciting dietary enhancements that will have your customers sending compliments to the chef while producing benefits that enhance the budget, assist your staff and even boost your Survey results!



“Master the 7 Strengths of a Successful Dietary Manager”



As a dietary manager in healthcare, your position can be very rewarding, but not without its many challenges. Indeed, budget concerns increase pressure and stress for a successful manager such that they may feel like their fingers are “stuck in the dam” keeping all holes plugged.

Healthcare dining trends and demands for customer service excellence require Dietary Managers to be more creative and efficient at aspects such as cost analysis, food presentation and food selection choices, just to name a few. By mastering 7 proven characteristics that winning Dietary Manager professionals share, they can reduce their workload, increase team enthusiasm, sharpen their organizational skills, confidently delegate to team members and sharpen leadership skills necessary to survive in management. This session provides career enhancing, dining focused educational material to ensure Dietary professionals succeed in this fast paced department.

“7 Proven Keys to Exceed Today’s Seniors Dining Expectations”



Today's senior customer is accustomed to being in charge. Since trends are changing, dining with dignity is only one piece of the dining pie. Dining programs which incorporate an "aligned culture" experience increased consumer satisfaction, improved staff retention, client referrals from residents, families and staff, decreased costs and offer opportunities for marketing advantages. Studies have proven there is a definite link between the dining experience and nutritional outcomes. In addition, a facility can decrease the cost of supplementation just by addressing 3 main issues; the resident's ability to eat, the dining experience or environment and the impact staffing has on consumption and dining satisfaction. There are many options in improving the dining environment and this program highlights 7 proven keys to success.

**Review Donna Manning's Biography and References at <http://www.maunlemke.com>
or call Kathy Cain at (800) 356-2233 for more information**



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