



MEAL SUITE

Case Study: How a 27-Location CCRC Chain Transitioned from a Traditional Choice Menu to Restaurant-Style Dining with MealSuite

About

The Continuing Care Retirement Community (CCRC) Chain is a network of senior living communities located across the Southern and Eastern United States dedicated to providing high-quality care and services to their residents.

Operational Model

Each location offers several dining venues including restaurants, bistros and traditional dining rooms.

Recognizing the importance of efficient foodservice management in enhancing resident satisfaction, this community partnered with MealSuite to transition from a traditional choice menu to a restaurant-style menu, thereby improving efficiency, profitability, and customer satisfaction.

Food Supplier



One of the significant advantages of adopting MealSuite was the seamless integration between the system and their US Food orders. Before adopting technology, orders had to be placed manually. Whereas now, they can automate and optimize their shopping lists based on menus, product preferences and real-time pricing, all with just a few clicks.

Integrated Technologies Implemented



Core Menu Planning Software



Point of Sale including Self-Service Kiosk



Paperless Production



Tablet Ordering



EHR Integration

Challenge #1:

Manual processes kept them locked in traditional choice menus

Before using MealSuite, the corporate menus were built first, and checking for variety was done manually, taking ~5 weeks to get the cycle to its final stage. Manual processes for menu planning, production sheets creation, and recipe management were time-consuming and prone to errors – keeping them from moving forward with a diverse restaurant-style menu.

Solutions:

A Flexible Menu Database

A customizable database packed with 10,000+ dietitian-approved recipes significantly streamlined their menu planning with the ability to customize the recipe/menu templates and create personalized recipes where they wanted. The interactive drag-and-drop interface and scalability for multiple sites enhanced collaboration and efficiency, making menu planning seamless and adaptable across locations.



Enterprise Management

Enterprise Management is a corporate hub for multi-unit operators to build and manage data that flows up or down from individual sites. It allows for easy collaboration and flexibility to create shared recipe databases and automated menu planning using chefs' favorites.

Result:

The flexibility in MealSuite's software allowed them to seamlessly change their menu structure to restaurant-style, while improving efficiency with automated processes, and reducing manual labor.

Challenge #2:

Less time to focus on a restaurant-quality culinary experience

Staff members were overwhelmed with administrative tasks, leaving less time to focus on delivering exceptional culinary experiences and catering to resident needs. For instance, the time spent printing all recipes, production sheets, server tools, snack reports and seasonal menu launches and needing to update them when there's a change.

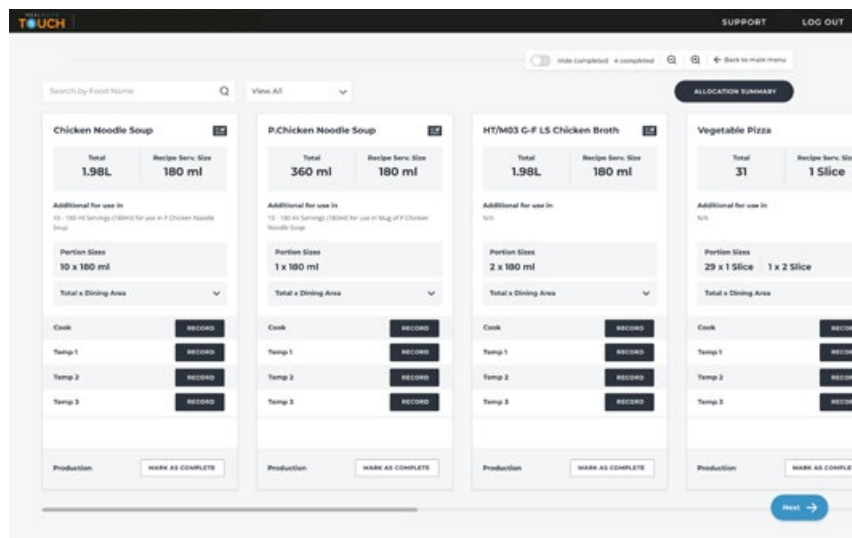


Before MealSuite, manual tasks like organizing recipes, finding specific recipes, and forecasting food usage took up to 75 hours per week, totalling \$1875 in wages per location (\$25/hour).

Solutions:

Paperless Production

Touchscreens with recipes and live production data at their chef's fingertips create an efficient operation that improves communication and maximizes time. Fully integrated with People Profiles, production is driven by resident-specific needs.



Efficient Ordering with Point of Sale

To save servers time and reduce resident wait time while providing more flexibility, the communities deployed the MealSuite Point of Sale system with ordering options like tablet ordering and a Self-Service Kiosk. Orders are immediately sent to the production touchscreens in the kitchen, telling chefs exact order details, and where the order is going.



Results:

Reclaimed time from these solutions allowed staff members to focus more on value-adding activities, such as culinary innovation, personalized resident interactions and quality improvement initiatives. Automation of processes reduced manual labor, leading to faster service, fewer errors, and lower operational costs.

More Results:



Increased Profitability: Point of Sale data analytics help inform popular menu offerings and optimized pricing. Flexible payments like Meal Plans and staff/visitor charge accounts with personalization options like upsells and add-ons create a seamless dining experience that boosts culinary program income.



Boosted Diner Satisfaction: Live nutrient analysis enables residents to access detailed nutritional information such as calorie count, allergens, and ingredient breakdowns in real-time through digital platforms. Quick support provided by the MealSuite team enhanced customer trust, loyalty, and overall satisfaction.



Better Resource Allocation: By eliminating manual workarounds, MealSuite enabled the CCRC Chain to better allocate their resources, resulting in further cost savings and improved return on investment.



Environmental Sustainability: By transitioning from paper-based processes to digital solutions, MealSuite helped significantly reduce paper waste and energy consumption associated with printing and document storage.



Scan the QR code for a demo of MealSuite!