

“MITYO” Set-up & Service Storyboard

Slide	Voice Over	Text	On Screen
Introduction			
1.1	Welcome to May I Take Your Order Setup and Service	May I Take Your Order” Setup and Service	Title Screen – dining room image.
1.2	Americare’s signature dining program, May I Take Your Order, “MITYO”, is designed to promote gracious dining while focusing on nutritional wellness for our residents and guests. Healthy options, regional specialties and fine restaurant style service are promoted daily in enriching our residents dining atmosphere.	<p>“MITYO” is designed to promote gracious dining while focusing on nutritional wellness for our residents and guests.</p> <p>Healthy options, regional specialties and fine restaurant style service are promoted daily in enriching our residents dining atmosphere.</p>	<p>Overlay Text with a Background of Dining Room.</p> <p>Text is animated with voiceover.</p>
1.3	The “May I Take Your Order” program’s objective is to enhance and focus on dining as an experience while consistently upholding Americare’s customer service components across our communities.	<p>Objective</p> <p>Enhance and focus on dining as an experience while consistently upholding Americare’s customer service components across our communities.</p>	<p>Overlay Text with a Background of Dining Room Overview</p> <p>Text is animated with voiceover.</p>
1.4	This course will take you through the expectations of setup and service of an Americare community meal. We will offer step by step training on Dining room setup, Table setup, plate presentation and garnish, while walking through the restaurant style service offered to our residents at each meal.	<p>Set-up and Service Overview:</p> <ul style="list-style-type: none"> ● Dining room setup ● Table setup ● Plate presentation and garnish ● Restaurant style service 	<p>Text in the top ½ of Photo, Private Dining Room.</p> <p>Text will be animated with an icon and voiceover.</p>
Dining Room Setup			
2.1	In this section you will learn how to prepare the dining room before mealtime.	Dining Room Setup	(Create Character in Americare Polo (Blue) and Black slacks. Need Diversity in Characters)

			One main character as narrator for the entire module – same voice artist.
2.2	Select the icons to review essential tasks of Dining Room hosts and servers.	<p>Arrival to the Dining Room</p> <ol style="list-style-type: none"> 1. Arrive at the dining room 30 minutes before each service. 2. Wash hands. 3. When appropriate, tie hair back. 4. Put on a clean apron. 5. Check beverages for meal service 6. Report the need for additional beverages to the Chef/cook so they may have ample time to prepare before meal service. 7. Turn on Appropriate Dining Music for our residents. 	<p>(Need a photo of Alexis with a bib style 2 pocket aprons.)</p> <p>Icons reveal each task.</p>
2.3	Select the icons to review essential tasks of the Beverage Station Setup.	<p>Beverage Station Setup</p> <ol style="list-style-type: none"> 1. Straighten and restock Beverage Station 2. Make Fresh Coffee 3. Add Ice to refresh Beverage Pitchers/Decanters 4. Add Fresh Water for Hot Tea. 5. Restock Coffee Mugs and Glasses on Beverage Station. 	<p>Add a Photo of Restocked Beverage Station insert alexis and chef making beverages.</p> <p>Icons reveal each task.</p>

2.4	<p>The following are essential tasks for Assisted Living and Arbors Breakfast Table Setup.</p> <ol style="list-style-type: none"> 1. Remove all center pieces 2. Sanitize all tables 3. Place clean matching placemats at each place setting 4. All condiments should be placed in the center of the tables (salt and pepper, sugar caddies, creamers, and butters). All other condiments must be delivered with the meal. 	<p>Assisted Living and Arbors Breakfast Table Setup</p> <ol style="list-style-type: none"> 1. Remove all center pieces 2. Sanitize all tables 3. Place clean matching placemats at each place setting 4. All condiments should be placed in the center of the tables (salt and pepper, sugar caddies, creamers, and butters). All other condiments must be delivered with the meal. 	<p>(Have a photo of Table set up expectations)</p>
2.5	<p>Five: Every table must look exactly the same.</p> <p>Please refer to the linen chart for coordinating tablecloths/placemats with napkins.</p> <p>Breakfast menus must be placed standing in the center of the table.</p> <p>Starting from Left to right:</p> <ul style="list-style-type: none"> ● Fork-Napkin-knife(blade toward napkin)-teaspoon ● Some communities have been mandated by local governing agencies to place covered silverware on the table. Although this is not Americare’s preference we must abide by these regulations. Attractive ways to present silverware covered will be explained in a later slide. ● Water Glass (above knife) 	<p>5. Every table must look exactly the same</p> <ul style="list-style-type: none"> ● Please refer to the linen chart for coordinating tablecloths/placemats with napkins (See Community Linen Chart) ● Breakfast menus must be placed standing in the center of the table ● Starting from Left to right. ● Fork-Napkin-knife(blade toward napkin)-teaspoon. ● Water Glass (above knife) ● Coffee Mug above teaspoon with the handle at 5 o’clock 	

	<ul style="list-style-type: none"> ● Coffee Mug above teaspoon with the handle at 5 o'clock 		
2.6	Select each step to review essential tasks for Assisted Living , Cottage Clubhouse, and Arbors, Lunch and Evening Table Setup.	<p>Assisted Living , Cottage Clubhouse, and Arbors, Lunch and Evening Table Setup</p> <ul style="list-style-type: none"> ● Remove all Centerpieces ● Sanitize all Tables ● Cover all tables with matching table cloths ● Starting from left to right: <ul style="list-style-type: none"> ○ Fork-Napkin-knife(blade toward napkin)-teaspoon ○ When needed: Salad fork beside dinner fork ○ Soup spoon beside teaspoon ○ Water Glass above knife when needed. ○ Coffee Mug above teaspoon with handle at 5'clock ○ Bread and Butter Plate above fork with a pat of butter ● Every Table must Look exactly the Same ● All condiments should be placed in the center of the tables (salt and pepper, sugar caddies, creamers, and butters). ● Cracker Baskets may be placed on the tables when serving salads or soups. All other condiments must be delivered with the meal in stainless steel sauce cups. ● Always available menus must be placed standing in the center of the table. ● Please refer to the linen chart for coordinating tablecloths/placemats with napkins (See Community Linen Chart). 	(Have a photo of Table setup expectations)

		<ul style="list-style-type: none"> Practice different Napkin folds to add variety to your dining room setup. 	
2.7		Covered Silverware/Fleur de lis	Slideshow progression of the Fleur De Lis instruction - Photo 1 - 6
Kitchen Setup			
3.1	Next, you will learn how to prepare and set-up the kitchen.	Kitchen Setup	(Need a photo of Katherine in her Uniform)
3.2		<p>Preparing the Meal Preparing all items on the Health Technologies (HT) Menu with recipes provided.</p> <ul style="list-style-type: none"> Prepare fresh bread offerings per HT menu Decide on a Chef's Special item and prepare as an alternative to your HT offering. Check your Always available Par list to make sure all Always Available Menu items are ready to be prepared. Prepare your menu boards with your HT Menu Selection and your Chef's Special so residents and Guests are aware of the next meals offerings. Have garnishes prepared for your meal service. Check Diet Spreadsheets for proper portioning and corresponding utensils. 	(Interactive Slide) Photo of Katherine preparing the meal

3.3		<p>Pre-meal Meeting: It is encouraged the Chef/cook will host a meeting with the service staff. Photo of Catherine addressing the service staff.</p> <ul style="list-style-type: none"> ● Review the daily special with the staff/ Taste Test ● Explain the Chef’s Special/Taste test ● Review the” always available” items with the staff ● Review the dessert selections of the day ● Be certain that the staff know how food is prepared, ingredients, portions and necessary garnishes. ● Be certain staff know how to pronounce the menu items. ● Instruct staff if there are items you would like for them to “encourage” residents to select ● Check the appearance of the dining room to be sure it is clean, neat and organized. ● Confirm who will be serving the meal ● Review sanitation highlights: handwashing/cross contamination. 	(photo of Chef presenting to the Service Staff)
Taking the order in our Assisted Living and Cottage Communities			
4.1	Next, for our Assisted Living and Cottage Communities you will learn the tools needed including, the walk to wellness, appropriate greetings, beverage selections and taking orders.	Assisted Living and Cottage Communities	
4.2		<ul style="list-style-type: none"> ● Tools needed: <ul style="list-style-type: none"> o Smile 	

		<ul style="list-style-type: none"> o Clean Apron with Name Tag o Order Pad and Pen o Remember your tray for service delivery. o When working in the dining room during meal time it is important to remember you're their server. 	
4.3		<p>Walk to Wellness:</p> <ul style="list-style-type: none"> o Purpose: to promote and maintain independence with ambulation while increasing physical dimensions of wellness opportunities for our residents. o Encourage residents to walk to the dining room, sit in a dining room chair during mealtime versus wheelchair – promotes dignity, physical exercise, practices transferring techniques, promotes healthy skin integrity, encourages better hygiene after meals, decreases crowdedness of wheelchairs in the dining room. 	
4.4		<ul style="list-style-type: none"> ● Greeting: <ul style="list-style-type: none"> o Offer a friendly greeting to the resident/guest as they enter the dining room. Introduce oneself by name to the residents and let 	

		<p>them know you will be their server.</p> <ul style="list-style-type: none">o Make every effort to call each resident by name.o If attending to another resident, acknowledge the resident as soon as possible. E.g. "I will be with you in a moment"	
4.5		<p>Beverage Selections:</p> <ul style="list-style-type: none">o Pour resident's water in water glass on their right upon resident arrival.o Ask residents if they would like any additional beverages.o Place these beverages next to their water using tray service.o If coffee is ordered, place it to the right of the silverware.o Handle glassware or stemware by the stem or handle.	
4.6		<p>Take the order after the beverages have been served:</p> <ul style="list-style-type: none">o You will want to serve a first course/appetizer to the residents before taking orders. This will give the residents something to eat while we are gathering the resident's orders.(note: this is for Lunch and dinner only)	

		<ul style="list-style-type: none">o Start with the most senior at the table.(Proceed clockwise after picking initial resident)(Note: This is open dining and all residents do not need to be present to take the order.)o Present Choices verbally to residents. Explain the HT Special and the Chefs daily selection. Offer the Always available menu presented in the middle of their table. <p>Ask about appropriate condiments and Sides for menu items. (Ketchup, Tartar sauce, lettuce tomato)</p> <ul style="list-style-type: none">o Be prepared to make recommendations based on food preferences/diets.o Repeat the order back to the resident to insure accuracyo Let the resident know an approximate time it will take to prepare an item from the “always available” item ordered.o Remove Always available menu from the table after the residents have ordered to not impede their conversation.o Take the ticket back to the Chef/cook and move to the next table to get their orders.	
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		<ul style="list-style-type: none"> o You may want to split the dining room if more than one server is available . As many staff as can be available should assist at resident meal time. This will insure efficiency with the “MITYO” service. o 	
Serving the Meal in Assisted Living and Cottage Communities			
5.1	Next, you'll learn how to serve a meal in our Assisted Living and Cottage Communities.	Serving the Meal in Assisted Living and Cottage Communities	
5.2		Kitchen Meal Service: <ul style="list-style-type: none"> o Record the temperatures of all items being served in your Food Temperature Log . o Ensure you have the Proper Portion Utensils for plating. o Have one utensil per menu Item. (Do not use one utensil for multiple items) o Practice proper handwashing and glove use for plating. o Plate Resident Meals as ordered. o Have garnishes available for meal service. o Chef/cook should follow up meal service with a visit to all the residents' tables to get input on plate appeal and taste. 	

5.3

Server/Host Meal Service:

- o Check the order for accuracy before it leaves the kitchen
- o Transport all items with tray service to the dining room.
- o Make sure plates are garnished and we have provided the appropriate condiment so the resident does not have to request the item.
- o Serve the resident in the same order as the meal order was taken.
- o Explain to the resident what is being served as it is being presented.
- o Serve from the left with the left hand if possible(resident ease and comfort comes first.)
- o Place the plate in the center of the place setting with the Entrée toward the resident.
- o Acknowledge any reactions of the resident. Positive or Negative, meal not what was expected, too much food.(Offer alternatives and modifications as needed)
- o Offer bread service to the resident and place on their bread plate.

		<ul style="list-style-type: none"> o Check other items at the table before leaving, Beverages, flatware, Condiments. o Ask if the meal is satisfactory and if anything else is needed. o Monitor the dining room and bus soiled dishes using a designated tray as not to cause cross contamination. o After all dishes are bussed offer Dessert Selections to the Residents on an approved MITYO cart/tray. 	
Serving the meal in our Arbors community			
6.1	Serving the meal in our Arbors Community		
6.2		<p>Serving the meal in our Arbors community:</p> <ul style="list-style-type: none"> o All Table setups, uniform expectations and meal service are the same for our arbors communities except we do not offer an Always Available Menu. We only offer the HT selection and a Chef Daily selection(Second Option). o We offer a two choice option for each course of our meal service. This would include Beverage, first/course appetizer, entrée and dessert course. We would need to provide Bread service to the individual residents as well. 	

		<ul style="list-style-type: none"> o We shall plate two options on a tray and present them to each resident. This will give a visual presentation as well as a verbal cue to help in their menu choice. o We should still have a list of 4-5 go to items, kept on hand, in case the resident will not eat either choice(Grilled Cheese, Sandwiches, Chicken tenders) o All serving and serving practices listed in this training apply to the arbors communities as well. 	
	<p>“Best Friends” Dining Needs</p> <p>During mealtimes people with dementia may struggle to eat using any type of cutlery as their dementia progresses. Difficulties with coordination may develop and consequently the person may find picking up food and eating with their fingers much easier to do. Foods that are eaten with the hands are called finger foods. In essence finger foods are like party or buffet foods - easy to pick up and eat. For many people with dementia this is far preferable to having someone else 'feed' them. It is a more dignified way of eating and offers the person greater control over their mealtime as they can choose what they eat from a plate. This control is also a boost to self-esteem and confidence at mealtimes which can help to improve well-being and food intake. Finger foods can also be eaten whilst standing or on the move, which is ideal</p>	<p>Added Slide for “Best Friends” Dining Needs</p> <p>Difficulties with coordination may develop.</p> <p>Foods that are eaten with the hands are called finger foods.</p> <p>For many people with dementia this is far preferable to having someone else 'feed' them.</p> <p>This control is also a boost to self-esteem and confidence at mealtimes which can help to improve well-being and food intake.</p> <p>Finger foods can also be eaten whilst standing or on the move, which is ideal for those people who have difficulty remaining seated for a meal.</p> <p>Source:Alzheimer's Society guide to catering for people with dementia</p>	

	for those people who have difficulty remaining seated for a meal.		
	Benefits to Finger Food	<ul style="list-style-type: none"> * They enable people to feed themselves, thus maintaining independence at mealtimes. *They can renew interest in food and stimulate appetite. *They can improve food intake and leave less waste. *They can boost confidence and self esteem at mealtimes. *They allow greater choice at mealtimes and freedom to eat as desired. *They are served at room temperature so do not need to be kept warm. *They are ideal for people who need time to eat as they do not go cold. 	
6.3		<p>Clearing the Tables:</p> <ul style="list-style-type: none"> o Clear each course as it is finished. o Check with the resident before removing a plate/dish to make sure the resident is finished. o Clear from the right as much as possible o Wipe away any spills and brush off crumbs o All dishes from previous course should be removed before dessert is served 	

		<ul style="list-style-type: none"> o Clear Dessert o After the residents have left the table, the Table top and the Residents Chairs should be cleaned and sanitized. o All condiments should be removed from the table, wiped down and stored for next meal service. o All Chairs should be returned to their proper place at the tables and the centerpieces should be returned to the tables. o Dining room should be swept after each meal service to ensure cleanliness and to keep an inviting atmosphere. o Dining room Floors should be mopped at least once a day or as needed. o During the Time in between meals the Dining Room should look like (photo of Dining Room) 	
6.4		<p>Finishing Touches:</p> <ul style="list-style-type: none"> o Restock the Beverage Bar and add HomeTown Hospitality(HTH) Snacks o Brew fresh Coffee and refresh Beverages on the Beverage Bar. o Restock Condiment Holder and Wipe down Area.(beverage bar) 	

		<ul style="list-style-type: none"> o Review the dining room and make sure all areas are clean and uniform. 	
Knowledge Check			
Conclusion			
7.1	<p>This concludes the MITYO Set-up and Service Training. This training has provided you the template to be successful in Americare’s signature dining program, “ May I take your Order”.</p> <p>With the Help of Health Technologies, the Alf Divisional Dining Team and our Project team, you have been provided the training, knowledge and the flow to make sure all of our residents' meals are served to the best of our ability.</p> <p>The rest is up to you; practice what you have learned in this training and you will have an organized, efficient and successful meal service for our residents to enjoy.</p>	<p>MITYO Set-up and Service</p> <p>This training has provided you the template to be successful in Americare’s signature dining program, “ May I take your Order”.</p> <p>With the Help of Health Technologies, the Alf Divisional Dining Team and our Project team, you have been provided the training, knowledge and the flow to make sure all of our residents' meals are served to the best of our ability.</p> <p>The rest is up to you; practice what you have learned in this training and you will have an organized, efficient and successful meal service for our residents to enjoy.</p>	<p>Voiceover animates with text.</p>