



# setting the table for success:

How to evaluate the ROI of your dining program

**sodexo**  
SENIORS



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# setting the table for success

The landscape of senior living is rapidly evolving. The tastes and expectations of older adults are changing. Emergent trends and best practices are developing in response to shifting dynamics concerning public health, sustainability, and advancements in technology. Needless to say, there's a lot on your plate. But the upside of these challenge is that they bring opportunities to continually elevate resident experiences and ROI across your operations. This eBook will help you evaluate the ROI of your dining program in relation to key questions and focus areas so you can make better-informed decisions.

## Key questions

- Are your dining operations running optimally and consistently meeting budget?
- Is your dining team enabled with the tools to raise the bar and identify opportunities for continuous improvement?
- Do you have high employee turnover of frontline staff?
- Do you have strong procurement compliance?
- Are your menus and food spend optimized for resident satisfaction and financial benefit?
- Is it challenging to meet the demands for local sourcing and other sustainability objectives?
- Is your resident experience structured around a seamless, holistic journey across your operations rather than disparate moments and teams?
- Is there consistency across sites, while adapting to local needs?

## Ready to move your community forward?

If you would like assistance evaluating the ROI of your dining and hospitality services, please call 1-833-977-1759 or click for a free virtual or in-person assessment.

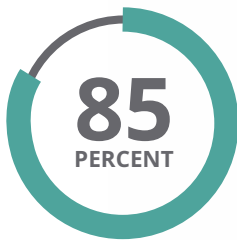


# focus on your residents' needs

Resident satisfaction is the lifeblood of senior living communities. Keeping seniors happy and engaged with personalized service and amenities that deliver on your promise of quality is where it all starts. Implementing a person-centered approach can elevate everyday experiences to create memorable moments that make people truly love the place they live. Not only does consistently putting resident needs first improve the overall atmosphere of your community, it also can generate substantial savings by avoiding lost occupancy revenue and unit turnover expenses.

## Key questions

- Does your dining program cater to the local tastes of your residents with fresh ingredients and interesting flavors that give them something to look forward to each day?
- Is your dining environment a showcase for community tours with prospective residents?
- Do you offer person-centered dining experiences that promote socialization, build connections, and positively impact physical and emotional well-being?
- Are contactless food service options available in your community to enhance resident safety and convenience?
- Can your team effectively accommodate residents with special dietary needs, cognitive impairments, or dementia so they can thrive in place longer?



**of seniors find  
food quality  
and variety  
important factors  
of satisfaction.**



**of the resident population  
in assisted living settings  
experiences some form of  
cognitive impairment  
or dementia.**

Do your dining services satisfy your residents and drive occupancy?





# boost efficiency & performance

Senior living communities are people businesses, but they are businesses just the same. And because strong financial performance and profitability are important to every business, improving efficiency is essential for every community. Dining programs provide opportunities to plan, procure, and produce with better efficiency of resources—without sacrificing resident satisfaction

## Key questions

### Procurement

- Do you consistently get the best value for your money on ingredients, cooking and serving supplies, and capital equipment?
- Is your supply chain stable?

### Planning & Production

- Is your staff always ready to efficiently and consistently meet budget expectations?
- Are you accurately tracking community consumption so you can right-size your meal production and waste less food?

### Safety & Regulatory Compliance

- Is your food prepared and served in compliance with all applicable health and safety regulations?
- Are your employees following personal and food safety protocols?

### Sustainability

- Could you reduce energy consumption or use water more efficiently?
- Are your ingredients sustainably sourced?
- Do you have an effective recycling program?

How optimized are your dining operations?



# use technology to feed your ROI

Implementing digital technologies that support how you order, prepare, and serve food is a smart way to optimize efficiency, reduce waste, save money, and improve resident convenience and satisfaction. From food and waste management platforms to point-of-sale systems that enhance resident convenience and supply valuable back-end visibility, there are an array of tools you can deploy to track engagement, KPIs, and operational efficiency.

## Key questions

- Do you currently use food management systems to manage the process of planning, ordering, and preparing production?
- Are you using a waste tracking platform?
- Do you have digital point-of-sale systems that can capture and track demand while easing billing reconciliation?
- Does your community offer convenient online access to residents and their families for menu, ordering, reservation, and nutritional information?





## build strong teams

A high-performing team that cares deeply about resident satisfaction is critical to your community's success. Engaging your people to ensure they have the professional skills, empathy, and support needed to perform their duties with passion and resilience is essential. In-depth training does more than teach someone how to do a job. It prepares them to make your residents feel special by strengthening their sense of purpose and inspiring them to go above and beyond and make the personal connections that make all the difference. And with specialized therapeutic hospitality training, you can go even further. Equipping teams across your community with opportunities to work together and elevate care for people with cognitive impairments or other health concerns—helping them age in place longer.

Investing in well-trained teams that buy into your mission delivers an ROI that includes increased loyalty, reduced turnover, and eagerness to improve seniors' quality of life and your business

**Are your people empowered to elevate resident experiences?**

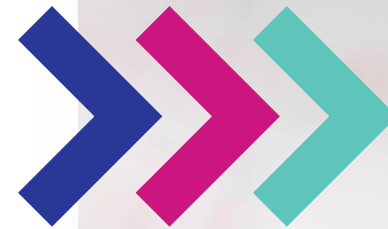
# always be prepared

From natural disasters and pandemics to foodborne illness outbreaks and more, these are the times you need to act quickly and confidently. Understanding your potential vulnerabilities with a thorough food services risk assessment will help you prepare, plan, and persevere.

## Areas of Crisis Readiness to Assess

- Strategic plans
- Processes
- Supply chain
- Team training

Are you confident in your readiness?





## choosing the right partner

There are many factors baked into your dining services partnership decision. Maybe you believe that your in-house operations are doing just fine. Perhaps you're hesitant to bring an outside partner into your community culture because you doubt they'll positively represent your brand, or you don't think you have the budget.

An effective dining services partner can provide financial predictability and has proven experience and expertise. They bring innovative culinary approaches to your tables along with continual improvement opportunities that extend to multiple areas of your operations. An ideal partner will share your dedication to resident satisfaction and integrate seamlessly into your corporate culture—working in concert with your staff to create cohesive, personalized community experiences.

At the end of the day, your partner should deliver the performance, support, and staff training you need to succeed today and prepare for tomorrow.

Is a dining services partner right for you?





ready to move your community forward?



*For over 50 years, Sodexo's foundation of valuing people first has continued to differentiate us. As a global employer of over 460,000 employees worldwide, we deliver an unrivaled array of more than 100 offerings, including on-site services, benefits and rewards services, and personal & home services.*

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