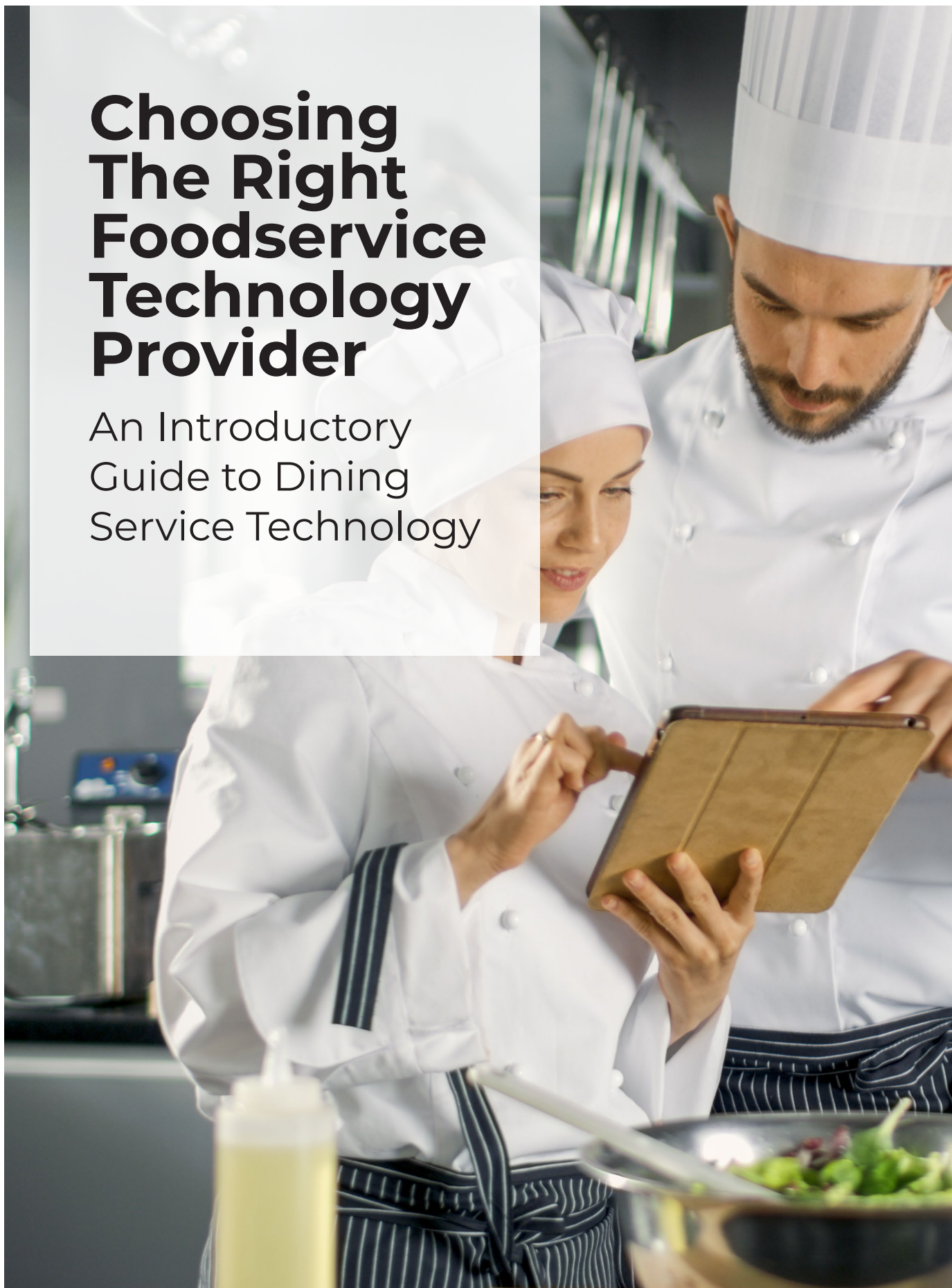


Choosing The Right Foodservice Technology Provider

An Introductory
Guide to Dining
Service Technology







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8 REASONS YOUR SENIOR LIVING COMMUNITY SHOULD BE USING FOODSERVICE TECHNOLOGY

1 It empowers your emergency preparedness.

You know better than anyone that times can be unpredictable. And in unpredictable times, having a backup plan means everything when it comes to the safety and wellbeing of your staff and residents.

In order to be prepared for any emergency or outbreak – no matter the scale – foodservice management software is a key component to an all-encompassing contingency plan. It can help you navigate unforeseen instances such as tray service or in-room dining restrictions and physical distancing recommendations at mealtime and equip you with Emergency Menus for when you're low on staff or experiencing a power outage.



2 It puts (a LOT of) time back in your day.

Think about what you could do with 20 extra minutes per meal – that's up to one hour per day – no longer being spent on unnecessary administrative foodservice tasks like manual resident information logging or tracking inventory. With foodservice management software, this is only the beginning of the time savings that are possible. Take a load off of yourself and your team, so you can focus on what matters: spending more time sharing smiles with your patients and residents.



3 It helps you mitigate foodservice risk.

As a professional in care, there's a lot on your shoulders. As the unfortunate reality is, foodservice risk is something that isn't going away. The good news is, foodservice management software solutions can play a major role in helping you manage foodservice risk – in many ways:

- With comprehensive resident profiles, you can capture unique needs like dietary preferences, allergies, food textures and fluid thicknesses so staff will have all the important details about residents at their fingertips. No more dangerous mix-ups.
- With MealSuite software in particular, you can meet patient's needs with thousands of customizable menus that allow for maximized use across therapeutic and texture-modified diets, including IDDSI-aligned recipes and a full IDDSI-updated menu, all expertly created by our in-house dietitians.
- With the right technology on your side, it's easier than ever to meet HIPAA Requirements, implement HACCP Controls and output Nutrition Reports.
- Wireless Temperature Sensors can integrate with your foodservice software and accurately monitor your fridge and freezer temperatures, automatically generating your digital logs.

4 It boosts patient and resident satisfaction.

Imagine being able to serve your residents their meal, knowing that they're not only going to love it, but that it meets their dietary needs to a tee.

The right foodservice management software solutions make it easy for you to serve up an enhanced dining experience with:

- Diverse, delicious recipes created and approved by in-house dietitians.
- Personal profiles that capture evolving tastes and dietary needs.
- Streamlined processes that allow you to focus on providing great service and spending more time with residents.
- The ability to ensure the right meal is delivered to the right person in the right location, every time.



5 It engages residents (and their families!).

With a fully integrated resident diet system in place, you can engage your residents to become a part of the meal planning process! With systems that include touch screen integrations, you can provide your community with a fully interactive dining experience by publishing your menu to touch screen menu boards or even your website. Not only will your residents feel more engaged with mealtime, but with systems that include a Family Portal,

you can allow your residents' families to play a part in loved one's mealtimes. With permissions set by you, portals can allow them to view daily menus, track what their loved one has ordered and look into specific ingredients and nutrition included in each meal.



6 It helps you become a greener community.

Making a significant impact on your corporate footprint can start with implementing foodservice management software! Reduce food waste through inventory and quantity forecasting based on historical trends; and save countless pieces of paper, binders, ink and toner cartridges when you take your operations digital.



7 It makes fiscal sense.

An investment in foodservice management software always pays off in the long run. Think of all the bottom-line potential that's already been covered – from significant cost savings that come from saving time and reducing food waste, to an increased income potential when you're able to attract more residents by providing an outstanding dining program.

8 It's easier to implement than you think.

With MealSuite foodservice management technology in particular, you can hit the ground running with system on-boarding complete in as little as two weeks. From training to installation and every day moving forward, our support team is always here to help you.





11 ESSENTIAL STEPS TO CHOOSING THE RIGHT PROVIDER

Now that you know what foodservice management software can do for your community, you may be feeling ready to take the next steps toward automating your operations. But – with so many options to consider, how can you make sure you choose the right provider for you? We recommend following these steps.

STEP 01

Evaluate Your Goals.



Determining what you want to achieve through implementing foodservice technology is key to choosing the right system for you. Are you looking to save time for your staff? Are you trying to improve patient or resident satisfaction? Truly understanding what you (and your team!) would like your software to accomplish will help you have more clarity as you work through the following steps.

Research, Research, Research.

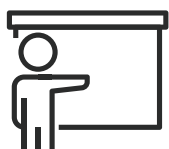
Having gotten this far in the guide, you're already on a great path to educating yourself on foodservice technology! We recommend continuing your search online, and – if possible – by attending a trade show or two to further explore each option available to you. Be sure to review each solution's features in detail (and remember to refer back to your goals while doing so!)

STEP 02



STEP 03

Request Demos.



Once you've narrowed your search down to a few ideal options, get hands-on by requesting a demo. It's important to see the ins and outs of each option, as well as evaluating the ease of use. Be sure to write down a list of questions before demo day to ask the product expert. And don't be afraid to ask even more questions throughout the demo – this is the time to do it!

Set your budget.

Although foodservice software has potential to save you money in the long run, there will be an upfront and/or monthly cost you will need to consider. Weigh the cost vs. benefit and ask yourself how much you're willing to pay for your solution. Remember that providers will differ in terms of offerings, so think about what you're getting for the cost of each system as you continue with your research.

STEP 04



STEP 05

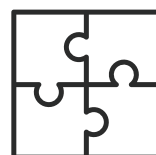
Seek References.



Do you have a friend in the industry who is currently using foodservice software in their community? Be sure to ask them about their experience with their current provider so you can get a better idea of what the day-to-day use is like. If you don't know anyone currently using one, the next best thing could be software reviews and testimonials found online.

Consider Customizability.

With each of your top options, investigate how customizable the software is to your unique community. Can it fit your operational size, number of dining rooms, specific needs and budget?

STEP 06**STEP 07**

Implementation and Training.



Look into how the implementation and training process works with any of your top provider options. How much time will it take? Will there be a support team there to help you during implementation and beyond? What will it take to train your staff? What are the hardware requirements to use the software? Are they provided or do you already have them on-hand?

Ongoing Support.

This is an important one. Be sure your software provider has a great support team behind the product. You want to ensure you won't be on hold for ages if an issue comes up, or if you have any questions along the way.

STEP 08

STEP 09



Get Leadership and Stakeholders on Board.

Be sure to educate upper-management and all necessary teams in your community on the benefits of using foodservice management software, the cost and what the implementation process could look like for them. When everyone's on board, you're sure to get the most out of your solution.

Investigate Security.

Protecting your patient and resident information is at the upmost importance. So, ensure that your software of choice is HIPAA-compliant and has the appropriate security features in place so that the right staff can access the right parts.

STEP 10



STEP 11



Do a "Background Check".

Before making the decision to move forward with a provider, do some final background research to ensure that they can live up to your expectations. Do you want a smaller organization with fewer customers, or would you prefer a larger one who has been around for decades?

As you can see, there's a lot to consider when it comes to choosing a provider. But, once you're able to choose the right one for you, it won't be long until you start to see the results you're looking for!

DINING SERVICES TECHNOLOGY TECHNICAL CHECKLIST



RESIDENT MANAGEMENT

Portion size adjustment

Substitutions

Personal Menus

Advance Orders

Food Filtering based on Dietary Restrictions

Texture Modifications

Personal Intervention/Requests Criteria

Eating Location Tracking

Special Notes

MEAL SERVICE

Table-Side Ordering

Tray Ticket Printing

Tray Card Printing

INVENTORY

Vendor Agnostic Order Guides

Download Your Distributor's Order Guide

Enter Inventory Quickly

Enter Inventory for Multiple Locations

Support Physical or Perpetual Inventory in Realtime

Generate Ordering Requirements / Purchase Orders By Vendors

PRODUCTION

HACCP Controls

Off-Site production tracking

Forecasting based on resident data

Forecast production based on service expectation

REPORTING AND LABELING

Service Reports

Dietary Profiles

Snack Reports

Snack Delivery Worksheets

Diet Census

Production Reports Based On Census And Habits

Production Reports By Location

Nutrition Facts Labels

Up-To-Date Inventory Valuation

Analysis Of Inventory By GL/Accounting Code

TECHNICAL CHECKLIST (Continued)

RECIPES

Recipe Scaling

Recipe Printing

Nutrition Controls and Calculation

Pre-Coded Ingredients

Multi-Yield Recipe Books

Standardized Recipes for Waste Reduction

MEAL SERVICE

Off-Site Service Support E.G. Meals-On-Wheels

Multi -Site Menu Development And Publishing

Corporate Control Over Recipe Design

Corporate Control Over Menu Costs

Scalable Recipes

Recipe Groups

Kosher Recipes

National and Regional Menus

Account-Level Menu Flexibility

Locked Vendor Order Guides

Corporate Analytics

USDA Nutrition Labels

INTEGRATIONS

ADT

Diet Order Interfaces

Electronic Medical Record Integration

PointClickCare



INSIDER TIP #1

You can use the starter menus directly, or as a starting point to save hours each time you update your menu cycles.

All menus should be nutritionally analyzed, spread over various diets and textures, and include pricing per resident, per day.

INSIDER TIP #2

Consider your need for both regional and national menus. Check for the ability to group recipes and allow account-level flexibility.

INSIDER TIP #3

Many dining service software solutions are customizable for your specific needs.

When selecting a dining service software provider, please ensure you consider integration capabilities and whether the provider is vendor agnostic.

Your sales rep should be able to provide a list of compatible integration and compatible distributors.



OPTIMIZE YOUR OPERATIONS AND SERVE MORE SMILES WITH MEALSUITE

MealSuite helps foodservice operators reduce administrative labor, save time, cut down on food waste, meet regulatory requirements and deliver superb meals so they can spend more time focusing on what matters – improving the satisfaction and quality of life for their patients and residents.

SENIOR LIVING

Across the full spectrum of senior living through to upscale retirement living, the fully integrated MealSuite Culinary system provides an all-in-one solution for communities of all sizes, customizable to align with your unique goals and operational needs.



ACUTE CARE

MealSuite is helping healthcare organizations across North America to strike a balance between delivering staffing productivity, managing costs, and assisting delivery of safe patient care. All that you need to successfully provide your patients with the highest level of personalized care.

LONG TERM CARE

MealSuite Care helps long term care communities save precious time and deliver the highest level of personalized care at mealtime. The software provides a comprehensive card file with the ability to keep record of resident likes, dislikes, allergens, food textures and diet orders to ensure the right meal is delivered to the right person, every time.





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