



RESIDENT CHOICE DINING PROGRAM

There is increasing independence living resident demand and expectation for improved and enhanced options for variety, selection, control and value regarding the dining service program. The restrictions of a daily or singular meal service program do not provide the ability for department management or community administration to meet these demands and expectations. The dining service program needs to provide options for program delivery while protecting the fiscal viability program. Further, program options must enable management to effectively direct program production and staffing resources.

A decreasing balance format provides such an option. This program is similar to models of a traditional country club food and beverage fee structure. Residents are allocated a dollar amount on a monthly basis. This dollar amount can be determined by the following procedure.

- 1) Determine the allocation to dining services from resident's monthly fees.
- 2) Determine the dining service program fixed/non-consumable costs.
- 3) Subtract the fixed/non-consumable program costs from the monthly fee allocation.
- 4) The remainder fee is provided to the resident for food purchases and venue service fees within the dining service program.
- 5) A predetermined fixed percentage of the fee can be carried over to the next month. Administration must also establish a capped amount that can be accumulated. Otherwise, either residents use the fees or they are deducted.
- 6) Guest meal charges are a fixed amount plus food purchases.

The benefits of the decreasing balance format make this an attractive option for a dining service program.

- 1) Residents are provided the desired flexibility, control and variety.
- 2) The allocation protects the fiscal integrity of the base program.
- 3) Food cost is more appropriately protected because residents pay for the menu item they select. These menu items are priced based upon their actual cost.
- 4) This program permits residents more complete access to their funds.

The DBP is managed through the application of a proven cost management system and POS (Point of Sale) application. The system is integrated into a comprehensive cost management protocol that provides community administration and department management the necessary controls. The system facilitates accurate tracking and allocation of resident usage to different campus locations.