



**MAKING OREGON
VITAL FOR ELDERS**

More than a Meal: Blending Service and Hospitality In a Culture Change Environment

February 9, 2011 1:00-4:00 p.m.

**Sysco Food Services
26250 S.W. Parkway Center Drive, Wilsonville, OR 97070**

Culture change research continues to uncover the centrality of dining to building community. Still, many long-term care organizations struggle to create dining experiences elders crave. Don't miss this extraordinary opportunity to learn how your organization can excel at person-centered customer care and service!

In this workshop, you and your staff will see how education and skill-building can transform your servers into loyal company assets. We'll explore how building their personal and professional skills might be the next step in strengthening your community. In addition, you will learn how hospitality can be applied to every activity and interaction with residents, staff and family.

Who should attend:

All staff in nursing facilities, assisted living and residential care communities who are involved in any way in planning,

preparing, serving and maintaining the environment for the resident meal experience. This includes but is not limited to: Administrators, Dietary Managers, Dining Servers, Directors of Nursing, Nurses, CNAs, Housekeeping/Maintenance

Presenter

Cindy Heilman is a hospitality and healthcare food service veteran, Dietetic Technician Registered (DTR), and CEO of Higher Standards, LLC. She holds a Master's Degree in Food and Nutrition Management, and is the creator of Kind Dining® Training, the unique program that improves serving staffs in senior living communities. She is a national speaker and trainer on mealtime hospitality and food service standards.

Check-in/Networking begins at 12:45 p.m.

Learning Outcomes

- Reinforce how important a resident's dining experiences are to how they feel about the community and company
- Examine the knowledge, skills and attitudes necessary to nurture mealtime relationships.
- Explore key personal/professional skills necessary to implement and sustain person-centered hospitality
- Evaluate and discuss your company's performance in staff education, communication and training

Attend the February 9 M.O.V.E. Program: "More than a Meal"

Name(s): _____

Organization: _____

Phone: _____ Email: _____

Fees: Individual \$20 Organization/Community Fee: \$75 (up to 5 attendees per organization) Scholarships are available.

Visa MasterCard American Express Check: # _____

Name on Card: _____ Exp. Date: _____

Card Number: _____ 3-Digit Code: _____

Cardholder Signature: _____ Billing zip code: _____

Cancellations must be received no later than 5 working days prior to the event to be refunded.

Enclose check (payable to M.O.V.E.) or credit card information with registration form and mail or fax to:
M.O.V.E., PMB 511, 13500 SW Pacific HWY STE 58, Tigard, OR 97223 or fax (503) 624-0870
For questions about registration, more information or to opt out of faxes call: (503) 684-3788