

Food Service Communication

Quarter 2 - 2019

In This Issue

- Resident
 Identification Cards
- Living Well With Whole Foods
- On The Move
- Pace Of Serve
- Cacoa

Mav 1

From May 1st through October 31st jackets are no longer required for Seaside Sunday Brunch or for Azure on Fridays and Saturdays

May 2

East Club House Kitchen Tour at 9:30am – Sign Up in the East Club House Food Service Office – First Thursday Monthly

May 10

Champagne & Dessert Reception – East Club House – 2:00pm – 4:00pm – Penny Smith Leadership Award

May 12

Mother's Day Brunch -Reservations Open on Monday April 29

May 27

Memorial Day - "Picnic Style" Buffet in East Club House - 11:30am -3:30pm - Reservations Not Required -West Club House: Café Biscotti Open 7:30am - 2:30pm Lakeside Grille Closed

lune 16

Father's Day Sunday Brunch – East Club House

June 25

National Catfish Day! -Proclaimed by Ronald Reagan in 1987 - Join Us In Seaside & Lakeside Grille for our Featured Farm-Raised Catfish!

July 4

Independence Day "Picnic Style" Buffet in
East Club House 11:30am - 3:30pm Reservations Not
Required West Club House:
Café Biscotti Open
7:30am - 2:30pm
Lakeside Grille Closed

Resident Identification Cards



In March it was announced via our weekly menus and on Touchtown that Vi is discontinuing use of Resident Identification Cards in all of their restaurants for tendering of meal plans and guest charges.

Restaurant service staff will not ask for or accept Resident Identification Cards for tendering of payments. Restaurant staff will ask for resident(s) names(s) and tender checks through a Resident Look

Up system within the Point of Sale System.

Vi is currently testing alternatives to using the Resident Identification Cards for tendering charges with the goals of improving efficiency and pace of dining service to include the possibility of using the Resident Key Fobs.

Living Well With Whole Foods



The whole foods diet is not a specific eating plan that can be tied to a particular book or expert. It may also be known as "eating clean". The diet is more of a goal than a specific eating plan and can be interpreted in many ways. It helps to think of eating whole foods as a goal, not an absolute must for every morsel consumed.

A whole food is a food in its most nutritious form; a whole potato has more vitamins

than an equal serving of potato chips, as does bread made from whole grains instead of white flour. Brown rice, quinoa, and barley are whole foods. If the food grows in the ground or is farmed/fished/hunted, without being processed, it's a whole food.

Processing foods strips them of their nutritious value and usually adds in refined sugar, salt, and chemicals. Most foods out of a box and most prepared meals in the freezer aisle are not whole foods. Products that include refined carbohydrates or processed grains such as puffed rice, or brown rice syrup, or anything made from white flour are not whole foods. Grinding grains into flour make them more glycemic, and eliminate their starch resistance. Anything with added sugars is not a whole food.

When eating or purchasing whole food outside the produce department and fish or seafood counter, a person will need to read labels and look for artificial ingredients, preservatives, and additives. Those are the foods to be avoided when following the whole foods diet.

The benefits that whole foods are safe and nutritious, sustainable, and may have health and weight-loss benefits are well documented by health professionals. The Dining Services Department knows that a whole food approach to eating can be expensive and time-consuming. There is comfort in knowing the Bentley Village restaurant menus follow a whole foods approach to menu writing and production. Eat Well. Live Long!

Did You Know?

- Guest Lodge guests staying over on Saturday nights pick up their breakfast from Café Biscotti?
- Dates the Bentley Room will be available for building Christmas parties will be communicated to Building Reps on May 18. Building Reps will still be able to host their **Building Christmas** parties in the restaurants and will receive their monthly calendar for reserving this space on November 18.
- Half & small portions are always available by request in all dining rooms
- Many of our menu items can be prepared without ingredients that residents may be allergic to or have an intolerance for – inquire as to ability to remove ingredients with your server or order taker
- Dining reservations may be made 9 continuous days in advance – reservations are not accepted for the 9th continuous day until 8:00am
- On the Touchtown App (accessible via a computer or smart phone) there are more than 25 helpful Food Service documents including our weekly menus with allergens listed?
- Special Dining
 Events like Easter,
 Halloween etc.
 Dining Reservations
 cannot be made on
 Touchtown and
 must be made via
 Central Reservations
 in the East Club
 House

239.431.2201 jkeam@viliving.com

On The Move



Josiah Franklin, West Club House Lead Server has been promoted to Dining Room Supervisor in the West Club House. Keith Terwilliger, West Club House Lead Cook has been promoted to Sous Chef in the East Club House. Nathacha Fabe, West Club House Server has been promoted from Dining Room Server to Lead Server of the West Club House. Davian (DJ) Robinson, East Club House Server has been promoted from Dining Room Server to Lead Server in the East Club House. Jose (The Soup Guy) Ortiz, East Club House Cook III was promoted to Lead Cook in the East Club House.

Pace of Service



Pace of dining service remains a top priority for the Food Service Department in 2019.

The pace of service goals in Lakeside Grille & Seaside from the time all residents are seated at the table:

Breakfast: 45 Minutes or Less for 4 or Less Lunch: 60 Minutes or Less for 4 or Less Dinner: 75 Minutes or Less for 4 or Less

With the addition of a 5th course, in addition to wine pairings, the pace of service in Azure can take up to 20% longer than the pace of service in Seaside or Lakeside Grille.

Factors which could increase pace of service goals previously quoted includes parties of more than 4, residents preparedness to place order with the server when it is their turn, number of courses ordered, residents pace of consuming each course, level of menu item alteration or customization, residents willingness to place their dessert order at the time of the initial order, residents joining a table after a servers steps of service have begun, and staff error.

Cacoa



Did you know that Pastry Chef Mike Beltran uses more than 2500 pounds of chocolate in a year to produce his delectable desserts for Bentley Village Residents?

Mike's desserts use some of the best chocolate in the world. The majority of the chocolate Mike purchases is from international sources to include Europe, South America, and Africa.

All chocolate derives from the cacoa bean which is the dried and fully fermented seed from which cacoa solids can be extracted. Mike inventories white chocolate which will have as little as 20% cacoa, milk chocolate will range from 35-49% cacoa, semi-sweet chocolate will be 50%-60% cacoa and bitter-sweet chocolate will be 70%-90% cacoa.

The higher the percentage of cacoa, the darker and less sweet the chocolate. Chocolate with 60%-69% cacoa is suitable for snacking due to its higher percentage of milk and sugar. Chocolate that is 80% or higher will have a strong, bitter flavor better suited for baking.