

SERVING
UP

EXCELLENCE

in Meal Experiences for Patients and Residents

FOOD CHOICE

1. Menus offer variety, choice and can be adapted to meet individual needs.
2. Patients and Residents can make individual choices at or close to meal times.
3. Nourishments are available and accessible to Patients and Residents.

FOOD QUALITY

1. The meals look good, smell good, taste good and are served at the right temperature to promote appetite and a pleasurable meal experience.
2. Food quality is monitored by checking temperature, plate returns and food taste, as well as completing meal satisfaction surveys and nutritional analysis.
3. Encourage food to be first choice for meeting nutritional needs.

CUSTOMER SERVICE

1. Patient Food Services staff provide excellent customer service in a professional, respectful and helpful manner.
2. To promote a pleasurable dining environment, meal times are protected, meal and staff schedules are appropriate and competing priorities are minimized.
3. Meal service, menu and contact information about Nutrition and Food Services is available. Feedback on meals and service is welcome.

**Nutrition and
Food Services**



NFS 'Back of House' Poster to support Public Poster. Post inside the NFS department