

Room service boot camp cardiac...stamina required!

Once your menus are ready and you have a good idea about your service objectives, it's time to sit down with your team leaders and construct detailed story-boards to illustrate how everything will get done. This exercise also gives you an opportunity to reevaluate your current practices. This may prove beneficial to address short-term issues and long-term goals.

Attention to detail at this stage is critical to success. "Who's on first?"

Organizational processes	Action plan
<input type="checkbox"/> Daily procedures – Diet Office	
<input type="checkbox"/> Daily procedures – Call Center	
<input type="checkbox"/> Daily procedures – Production/Kitchen	
<input type="checkbox"/> Daily procedures – Service Staff	
<input type="checkbox"/> Create and display system and work flow diagrams	
<input type="checkbox"/> Create back-up and contingency plans	
<input type="checkbox"/> Kitchen Design – Hot Food Station/s	
<input type="checkbox"/> Kitchen Design – Cold Food Station/s	
<input type="checkbox"/> Kitchen Design – Tray Assembly Area	
<input type="checkbox"/> Kitchen Design – Delivery Area	
<input type="checkbox"/> Communications – Kitchen/Diet Office/Nursing Units	
<input type="checkbox"/> Transition plan from current system to new services	
<input type="checkbox"/> Other:	
<input type="checkbox"/> Other:	



Training!

This is the ultimate key to success! You must equip each team member with the knowledge, skills, and motivation to perform with high expectations. Couple this with a clear understanding of their role to achieve service goals, and your customers will be in good hands at all times. Establish a training program for all of the following areas. Consider internal/external resources to assist your team for this crucial component of the program.

Programs	Action plan
<input type="checkbox"/> Call center protocols	
<input type="checkbox"/> Service/Guest Relations	
<input type="checkbox"/> Conflict Management/Resolution	
<input type="checkbox"/> HIPAA	
<input type="checkbox"/> Manual Selection Protocols	
<input type="checkbox"/> Computer Selection Protocols	
<input type="checkbox"/> Disaster Protocols	
<input type="checkbox"/> Back-Up/Contingency Protocols	
<input type="checkbox"/> Hot food prep & HACCP Protocols	
<input type="checkbox"/> Cold food prep & HACCP Protocols	
<input type="checkbox"/> Patient Assistance/Safety	
<input type="checkbox"/> Interaction with Nursing/Pharmacy/Housekeeping/Maintenance/Transport/Speech Therapy, etc.	
<input type="checkbox"/> Cash Management (for chargeable services)	

