

Room service boot camp warm-up...first things first!

Making a change to your current menu is usually a significant challenge, even moreso when you contemplate switching to, or adding room service to your system. The first major issue to address is: WHY are you doing this? In order to implement a successful program, you will need to present clearly defined objectives and outcomes to your staff, your administrative team, and ancillary areas. This step is critical to garner the support you will need.



Select all that apply from the following list to clarify the rationale for making the move to room service and post the values, if any, you would expect as a result of implementation.

Reasons to make the commitment	Impact on cost +/-	Impact on staff +/-
<input type="checkbox"/> Increase patient satisfaction		
<input type="checkbox"/> Give patients control over the time of day they have their meal		
<input type="checkbox"/> Increase in level of patient services		
<input type="checkbox"/> Increase nursing focus on medical practices		
<input type="checkbox"/> Enhance food quality		
<input type="checkbox"/> Enhance menu offerings		
<input type="checkbox"/> Reduce food costs		
<input type="checkbox"/> Reduce plate waste		
<input type="checkbox"/> Improve patient nutrition		
<input type="checkbox"/> Increase benchmark scores		
<input type="checkbox"/> Improve employee morale		
<input type="checkbox"/> Reduce staff turnover		
<input type="checkbox"/> Enhance facility image		
<input type="checkbox"/> A PR tool to attract new clients		
<input type="checkbox"/> Retain current clients		
<input type="checkbox"/> Generate income (guest and staff services)		
<input type="checkbox"/> Comply with organizational goals/objectives/mandates		
<input type="checkbox"/> An opportunity to excel		
<input type="checkbox"/> Create excitement in the organization		
<input type="checkbox"/> Looking for a challenge		
<input type="checkbox"/> Everyone else is doing it!		
<input type="checkbox"/> Self preservation/Job security		
<input type="checkbox"/> Other:		
<input type="checkbox"/> Other:		
<input type="checkbox"/> Other:		
<input type="checkbox"/> Other:		



Barriers to room service?	Action plan/justification
<input type="checkbox"/> Investment for equipment	
<input type="checkbox"/> Increase in staffing	
<input type="checkbox"/> Investment for training	
<input type="checkbox"/> Increase in food cost	
<input type="checkbox"/> Resistance to change	
<input type="checkbox"/> Current satisfaction is ok or above average, why change?	
<input type="checkbox"/> Happy with status quo	
<input type="checkbox"/> Formed negative opinion from research	
<input type="checkbox"/> Formed negative opinion from reference source	
<input type="checkbox"/> Only for large facilities	
<input type="checkbox"/> Only for small facilities	
<input type="checkbox"/> Regulatory obstacles	
<input type="checkbox"/> Other:	
<input type="checkbox"/> Other:	

