



Are Your Residents Just Eating... or Truly Dining?

There's a world of difference.

Eating is a necessity. **Dining** is an experience.

And in your community, dining should be unforgettable. When done right, it builds loyalty, boosts satisfaction, and ignites employee pride.

The Hidden Opportunity in Your Dining Room

Ask any senior care leader what keeps residents happy. Dining ranks in the top three, often number one. Why? Because food is more than fuel. It's comfort. It's connection. It's community.

So why do so many dining experiences fall short?

Because the secret to exceptional dining lies in three overlooked truths.

Secret #1: The Most Time Spent, the Least Training Given

Residents spend up to **60% of their day** preparing for, traveling to, and enjoying meals. That means your food service team interacts with them more than anyone else.

Yet these staff members are often the **least trained, least paid, and least equipped**.

Meanwhile, your most educated staff sit in meetings. Your least trained staff sit with your residents.

That's not a failure. It's a fixable gap. **Training changes everything.**

Secret #2: You Have the Dream Guests Every Restaurant Wants

Your residents dine with you every single day. They're loyal. Familiar. Consistent.

No five-star restaurant has that luxury.

Your team has the chance to know them deeply—names, stories, preferences. That's not just service. That's **hospitality**.



Imagine this: A resident sits down. Their favorite drink is already waiting. The server asks about their grandkids. The meal feels personal. It feels like home.

That's the power of knowing your guests. That's the power of training.

Secret #3: Your Residents Deserve Royal Treatment

Not tuxedos. Not white gloves. But **respect, formality, and grace.**

Dining should feel special. Every time.

We teach a formal dining program that's simple to learn—but transformative to implement. It covers everything:

- How to set a table with intention
- How to serve with dignity
- How to clear with care
- How to pour with pride

Do your staff know these steps? Do they follow a system? Do they understand the impact?

The Black Tie Dining Experience

We help Long Term Care and Senior Living Communities turn meals into moments. We train teams to deliver **hospitality**, not just food. We reduce complaints. We increase loyalty. We retain great staff.

And we'd love to share these secrets—and more—with you and your team.

Because your residents aren't just eating. They're dining. Let's make it extraordinary.

Bob Pacanovsky is a Keynote Speaker and Strategic Trainer who works with organizations to achieve the Highest Levels of Hospitality and Service Excellence to attract and retain more customers and employees.

To learn more, and to book Bob contact him:
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For more information about our Dining Training Workshops, please visit -
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