Food service process begins in the kitchen and ends in the individual dining rooms.

**Objectives:** 1. Improve fulfillment of special requests from Geri menu.

2. Food items should be unwrapped before being served to residents.

3. Residents seated at a table together should be served at the same time.

4 .Servers should wear gloves without exception.

5. To avoid cross contamination condiment packets should be placed on dining trays instead of plates.

6 .Ensure that hot food is held between 135 degrees F and cold food is held below 41 degrees F by using calibrated thermometers once every hour.

7. Create an organized plan of training for CNAs.

Overall process Improvement for food service delivery to residents at Morse Life.

Improve meal service delivery from the kitchen through to the pantries (including special requests) enhancing residents’ dining experience at Morse Life.