

Pearl Django July 13th, 2019

Another music and dinner event starring Pearl Django and it was a packed house. Thank you all for your generous donations and for making this event a hit. We look forward to the next dinner and a show. We appreciate your candid feedback to help us improve the next event. Based on the prior dinner and music shows we have held, we found that the best approach for our setting is to provide enjoyable background music as you dine. To maximize seating, we prefer to maintain the usual layout of Spinnakers which will allow employees to work more freely and give residents more space. If you have any other comments or suggestions, please email Kristina at: kristina.christensen@guestservices.com

How to reach us:

Syren's Grille Hotline:
253.313.0797

Kristina Christensen: GM
kristina.christensen@guestservices.com

Jason Voce: Chef de Cuisine
hkchef@guestservices.com

Cody Hodgman: Sous Chef
hksous@guestservices.com

Jennifer Moberg: Dietary Manager:
jennifer.moberg@guestservices.com

Tallon Korn: Assistant Dining Room Manager
hkadrmgr@guestservices.com



Heron's Key Dining Services Newsletter

August 2019 Volume 1, Edition 2

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A Message From Your Dining Services Team

It's time for our quarterly edition of the Heron's Key Dining Services Newsletter. This is our second edition, and Food and Beverage is pleased to say that residents have found the newsletter to be helpful and informative. Is there anything we are not including that you would like to know more about? We would love to hear from you. Email us at diningfeedback@heronskey.org, fill out a comment card, or feel free to talk to a Dining team member. We are here to serve you. Warmly, *Kristina*

Update: Utilization of the Restaurant

As some of you may already be aware, we made some changes due to the low utilization of the restaurants. While we know it may affect some residents negatively, we did not make this decision lightly. Please do not hesitate to express any concerns to a manager. Based on analytics we have gathered, we are still hovering around 35% resident utilization. We are happy to say that year over year we have seen an increase usage of 9%. Interestingly enough, that is the same percentage of new residents who have moved in year to date. While some nights have picked up, such as Resident Recipe Night, they are balanced out by inconsistent business on other nights. Please continue to consider your dining options, and let us cook for you. And as always, reservations are recommended. Thank you for your patience and flexibility.

TOTAL DINERS JANUARY - JULY 2018 AND 2019

2018	2019
Residents-12,985	Residents-14,412
	■ 9% increase
Guests-2885	Guests-2614

Syren's Grille's Current Hours:

Monday-Thursday | 11:30am until 8pm

Friday | 11:30am until 7pm

Saturday 4:30pm until 7pm (Syren's Mixer 3pm-5p)

Sunday 10am until 3pm (every Sunday after Labor Day)

WE APPRECIATE YOUR
FEEDBACK. PLEASE EMAIL US
AT
[DININGFEEDBACK@HERONS
KEY.ORG](mailto:diningfeedback@heronskey.org)



Catering Your Special Event:

“The people who love to eat are always the best people.”
Julia Child

It's never too early to start planning for your special event. Let us help make your holidays special and easy. Dining Services provides a wide array of services, including full-service catering. From a special family Christmas event to catering trays to go, we can do it all. But space and time are limited, so book soon. A copy of our current catering menu can be found on the Resident Portal's Dining Page, under "Catering." Don't see something that fits your needs? We are happy to work with you to meet all your needs. Start the party planning off by emailing banquets@heronskey.org or by booking an initial meeting with Kristina or Tallon by calling 253.313.0797. Please note; Pick up you shareable plates catering form starting November 1st.

Boxed Lunches:

You may purchase box lunches with a 24 hour notice. Lunch will include: sandwich, fruit, Chef's-choice salad, cookie and bottled water all for \$7. For Saturday, lunches can be pre-ordered Friday by 5pm and can be picked up at the bar Saturday at noon.

Delivery and To Go:

Delivery can be requested during our normal hours of operations.

The delivery fee \$2.50

To-go Orders can be placed with a dining services team member during normal hours of operations or by calling the Food Service Hotline at 253.313.0797

Reservations Updates:

We are pleased to say that increased usage of the portal and making reservations has allowed us to better predict business volumes and adjust staffing accordingly. Resident Recipe Night and Prime Rib Saturdays regularly are fan favorites so we continue to encourage residents to make a reservation on the portal or call to speak to a team member. Parties greater than 6 must call to speak to a Dining Services Team Member. Thank you all for your concerted efforts to improve our operations!

Holiday Events:

Saturday, September 21st – Oktoberfest- Syren's Mixer Buffet- Plated Special for lunch/dinner

Thursday, October 31st- Halloween- plated special

Thursday, November 28th- Thanksgiving Buffet- Open 11am- 3pm

Sunday, December 1st- Santa Brunch- Buffet Open 10am until 2pm

Friday, December 13th- Kris Kringle- Plated Special Open 5:30pm- 7:30pm

Tuesday, December 24th- Christmas Eve Plated Special- Open 11:30am- 4pm

Wednesday, December 25th- Christmas Day- Buffet 11:00am until 3pm

Tuesday, December 31st – New Year's Eve Plated Dinner (Syren's Open 11:30-3pm. Re-open at 5pm for dinner until 7pm)

Wednesday, January 1st- Syren's Open 11:30am- 3pm

Note on Holidays:

For any major holidays on which we're open, reservations will open 3 weeks prior to the holiday. We will then close the books 3 days prior to the day of the event in order for Chef to finalize ordering and the Dining Team to organize the setup. We will always try to accommodate last minute reservations or walk-ins. We understand plans change and we are always here to help; don't hesitate to talk to a team member.

Meet Your Team: Tallon Korn



Born: Woodinville, WA, November 2nd

Bio: Tallon Korn, Heron's Key Assistant Dining Room Manager, was raised in Woodinville, Washington by Elizabeth and Rodney Korn. He is one of three children, and is very close to his two younger sisters, Electra and Xandria. Tallon went to Oregon State University to study physics.

During the summer of 2017, he began working part-time at Emerald Heights and quickly began working full-time there. Soon after, he was given the opportunity to fill in during the absence of an Assistant Dining Room Manager (and to give Kristina days off). That opportunity turned into an offer to join the team at Heron's Key to become the Assistant Dining Room Manager. In his free time, he enjoys spending time with his cat, Nala, and learning all he can about Food and Beverage.

“A recipe has no soul.

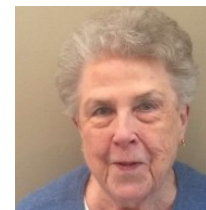
You, as a cook, must

bring soul to the

recipe.”

Thomas Keller

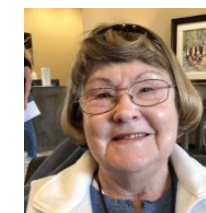
Meet your Food Service Committee Board



Kay Standish—Chair



Cindy Thayer—Co-Chair



Nelva Shandera—Secretary



Kristina Christensen—Staff Liaison

Food Service Committee

Mission:

“To drive a food service program that revolves around fresh, local, sustainable, and healthy products that is presented and served in the most efficient manner possible.”

We value your feedback. Please do not hesitate to speak to a committee board member or one of the many other FSC members listed on the Portal.