

LEGACY RETIREMENT COMMUNITIES
LINCOLN, NEBRASKA

ENHANCING DINING SERVICES



CHALLENGE

- Enhance dining services across multiple CCRC communities
- Implement effective changes while remaining budget neutral
- Retain existing vendor relationships and improve supply chain efficiency
- Elevate resident satisfaction without disrupting service flow



SOLUTIONS IMPLEMENTED

1. **Introduction of Full-Service Room Service Model:**

QCS under Rich Daehn's leadership guided the implementation of a full-service room service model across all Legacy Retirement Communities. This personalized touch aimed to enhance the resident experience significantly.

2. **Conversion of Spaces into Full-Scale Pubs:**

Under the guidance of QCS, existing spaces within the communities were transformed into vibrant, full-scale pubs, adding value and variety to the dining options available to residents.

3. **Implementation of a New POS System:**

A modern point of sales system was introduced to streamline operations, improve efficiency, and enhance the overall dining management processes.

4. **Comprehensive Vendor and Supply Chain Analysis:**

A thorough analysis of vendors and the supply chain helped optimize purchasing strategies. This strategic shift resulted in savings exceeding \$100,000, which funded the new projects and covered consulting fees, all while staying budget-neutral.



RESULTS



Increased Resident Satisfaction:

Following the enhancements, there was a significant increase in resident satisfaction with dining services, contributing positively to overall community morale.



Strategic Partnership:

Even post-project, Legacy Retirement Communities continued to partner with QCS for strategic planning, labor optimization, and operational improvements, demonstrating the value and impact of the collaboration.



Cost-Effective Improvements:

The financial strategy allowed improvements to be made without additional budget strains, showcasing an effective return on investment and sustainable practices.

CONCLUSION

By focusing on strategic improvements rather than an overhaul, Quality Culinary Solutions successfully elevated the dining experience for Legacy Retirement Communities. This case study exemplifies how thoughtful enhancements and strategic supplier management can drive both financial and service quality improvements in senior living facilities.

**FOR MORE INFORMATION,
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