

# The Contract Management Alternative

## “Dramatic” Improvements Vs “Traumatic” Change

“Our Food Service has been transformed! Patient Satisfaction Scores are reaching new highs. The café is buzzing. Employees are pumped. Even my CFO is happy because the project more than paid for itself.

The transformation only took a few weeks and we did it ourselves with the help of Don Miller & Associates.”



“Chef Don’s team worked side-by-side with our staff assembling trays that look like culinary art, setting up catered events that are five-star, and doing wonders in the café that have customers saying “WOW!”

All the while, they were inspiring our staff, changing attitudes and creating an entirely new culture where high-performance is the norm... forever.”

Many healthcare executives view the services of Don Miller & Associates as a superior alternative to Food Service Contract Management, achieving the same benefits:

✓ Improved Patient Satisfaction    ✓ Increased Retail Sales    ✓ Controlled Costs

but with an approach that preserves a critical core competency and is

- More Cost Effective
- More Flexible/Less Restrictive

“Contract Management Alternative” is a focused implementation of our widely acclaimed Destination 10™ Performance Improvement Process used by hundreds of healthcare facilities throughout the USA and Canada.

We first perform an operational audit to identify the issues causing healthcare executives to consider Contract Management. We then focus the implementation of Destination 10™, including our unique, on-site *Healthcare Culinary Academy™*, *Customer Service Academy™* and *Leadership Academy™* to resolve the issues and meet the specific goals established by Administration. After tending to the basics, we offer advanced concepts such as our **Room Service – Your Way™**, for organizations wishing to *kick it up more than just a notch* and provide Ritz-level quality worthy of Malcolm Baldrige recognition.

We offer a number of flexible contract arrangements with “at risk” guarantees to raise the performance of your Food Service to a “Perfect 10 – forever.

## DON MILLER & ASSOCIATES



Promoting 5-Star Food Service Performance

Call (619) 656-2100 PST or e-mail [chefdon@cox.net](mailto:chefdon@cox.net) for a Free Consultation

• Los Angeles

• Dallas

• Denver

• Indianapolis

• New York