

# Room Service – Tailored to You

**Room Service – “Your Way”™** is based on the philosophies and concepts of our Destination 10 Performance Improvement Process successfully implemented in hundreds of healthcare food service facilities across the USA and Canada. We work with you to:

- ✓ Design a custom-tailored Room Service program integrated into your overall operation (not appended to) that meets your unique needs
  - Budget
  - Facilities
  - Staffing
  - Customer Profile
- ✓ Provide project management, subject area expertise and a proven methodology
- ✓ Inspire and coach your team members so they have the proper attitudes and culinary skills to perform at the higher level required by Room Service and demanded by patients who have raised expectations.

If you're planning Room Service, or already have it and just want to *kick it up a notch*,  
**we'll do it your way.**

*“Chef Don and his team helped us do Room Service the way we wanted it done, not the way the other consultants demanded we do it. We did have to purchase some new systems and equipment, but far less than others had told us.*

*To further keep cost within our tight budget, we wanted to do as much of the work ourselves as we could. This fit with Don's approach, allowing us to bring his team in at strategic points when we needed the experts.”*



*“We know we need to change more than menus, meal times and procedures when we implement Room Service. We need to unravel the ingrained attitudes and provide our staff with a new mindset, as well as new skills.*

*My team is busy running daily operations, plus we felt an outside party with a fresh view and no baggage was needed. We selected Don Miller & Associates to serve as the facilitator and our transformation coach. It's what they do for a living. They have the skills, the tools, the experience and the track record.”*

## 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

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