



BEFORE

Good to Best Score = 1

Hospital in Iowa. They were opened for breakfast, but not using this valuable real estate at that time. This is a common issue in hospitals at breakfast.



AFTER

Good to Best Score = 10

One day later, with same team armed with “Good to Best – D/10” attitude and philosophy. Cost actually went down because sales went up. The “Good to Best” or D/10 process always reduces net department expenses.



Good to Best Score = 1

Prestigious hospital in Newport Beach, California. They were opened for breakfast at this time, but not using this valuable real estate. A common issue in hospitals.



Good to Best Score = 10

One day later, with same team armed with “Good to Best” attitude and philosophy. Cost actually went down because sales went up.



Good to Best Score = 1

This hospital thought their salad bar was OK. This is a common problem. Sometimes excellent teams simply don't know what they don't know.



Good to Best Score = 9

Salad bar with the "Good to Best" attitude and philosophy. It's "Showtime"! People eat with their eyes as well as their taste buds. Guests often judge a hospital on what they see food service and environmental services. Sales increase and net department cost goes down.



BEFORE

Good to Best Score = 5

Before – Not bad, but look how much better it can be done...see below.



AFTER

Good to Best Score = 9

Sometimes it is simply a matter of having a “Good to Best” Coach showing the team how to do it better. This goes for every area of the department. The expertise required to get to “Best” is not taught in college. Did you know that if any of the donuts, muffins, pastries, or bagels are at refrigerator temperature, sales will decrease 50%? (*The sneeze guard has been lifted for the photo.*)



Good to Best Score = 5

The typical hospital café uses the space above the serving lines for storage of reusable or disposable dishes. We have a better way (see below).



Good to Best Score = 8

The area above the serving lines should be clear of clutter. All the little things like this matter. Note – Napkin treatments on unused hot well spaces which are usually piled high with various dishes in many cases.



BEFORE

Good to Best Score = 5

Patient sandwich – This is not bad, but doesn't connote that the food service has gone the extra mile to "wow" their guests.



AFTER

Good to Best Score = 9

Tip – Put the condiment packet in the back. The black olive, parsley and cucumber do make a difference. Use green leaf lettuce for liners, not romaine or iceberg. Option – the mayo packet can be put on the tray instead of the plate for sanitation purposes.



BEFORE

Good to Best Score = 1

Cluttered, disorganized tray: Boring dessert; dry salad; dried out pork in wrong location; paper products are second rate; anemic, wax beans; and oops, they forgot the gravy. This tray says, "We don't know what we're doing and we don't care about our guests."



AFTER

Good to Best Score = 8

Since this tray is smaller than a 15"x20" tray, very small side dishes must be used in order to make the tray look attractive. Bread and butter plates take too much space and not recommended on trays less than 15"x20" in size. The tray looks organized and balanced. It sends a message to the guests, "We care!"



Good to Best Score = 3

Cottage cheese and fruit plate for patients/guests on a soft diet. Seems OK to someone who hasn't seen better.



Good to Best Score = 8



Good to Best Score = 9

Cottage cheese and fruit plate after. The workload was reduced because the monkey dish with cottage cheese does not have to be washed. Note – there is a culinary trick to keeping the cottage cheese from running and leaking.



Before Good to Best = 1 After Good to Best = 10

These photos were taken from a prestigious hospital in New Jersey. The prunes on the left look like they're from a vending machine. The prunes are in a disposable container. After the entire department made the journey from "Good to Best" they were featured on the front cover of a trade journal.



Before Good to Best = 1 After Good to Best = 10

Tip – The doily makes a big difference and one cookie is sufficient for seniors. The doily is for cookies and bars only, not for cakes and pies. The change caused the food and supply costs to decrease. Note – Seniors often complain that they receive too much food. This issue really annoys them.



Good to Best Score = 1

How a cook or food service worker should not dress. It sends the wrong message to everyone, including the cook or food service worker.



Good to Best Score = 10

This is the only uniform that we believe meets the criteria for hospital food service. Inexpensive, comfortable and sharp looking with or without logo. The black-and-white checkered collar and sleeve cause the uniform to "POP"! The V-neck gives it the upscale look. Shirt - \$13. These uniforms are manufactured exclusively for and stocked by our company. Note – If you look good, your self esteem often goes up.



Good to Best Score = 1

Insulated bowls should only be used for hot soup and hot cereal if appearance is a concern.
Exception – If trays are being held for over an hour without refrigeration then this philosophy may not work for you.



Good to Best Score = 8

The guest (patient) side salad should be simple, yet attractive. Most seniors don't eat cucumbers so we can delete them.