

Meal Site Review

NAME OF SITE Finn's Restaurant

DATE OF VISIT July 5, 2002

COMPLETED BY Juler Lee

Please indicate the appropriate response for each statement listed by writing YES or NO in the corresponding space. If the statement does not apply, write NA in the space. Use the space provided at the end of each section to provide additional comments or to clarify your responses.

Thank you.

A. CREATION OF AN INVITING ATMOSPHERE

- Yes 1. Were you greeted as you came in?
- Yes ~~No~~ 2. If needed, was the contribution system explained?
- Yes 3. Did the seating arrangement allow for new participants to be integrated into the group?
- Yes 4. Was there an announcement time?
- Yes 5. Were new participants introduced to the group?
- Yes 6. Did the site appear clean & neat?
- NA 7. Were the bathrooms clean?
- Yes 8. Was there a bulletin board or place where notices were posted including the following:
  - No a) activity calendar
  - Yes b) menu for current week and the following week
- Maybe 9. Was the site accessible to a handicapped person?
- Yes 10. Did participants at the site, seem to mix well together?

Comments: A person using a wheelchair may have trouble entering the front door.

B. PARTICIPANTS

- Yes 1. Were participants friendly to you as a newcomer?
- Yes 2. Did participants seem to enjoy talking to each other?
- Yes 3. Did participants seem happy with the following?
- N/A a) the site manager
- Yes b) the volunteers
- Yes c) the food
- Yes d) the program

Comments: The participants visited each table and chatted with the guests, and welcomed a new comer seeking employment.

C. SITE MANAGER

- No 1. Was the site manager readily identified (for example, the manager was wearing a badge or name tag)?
- Yes 2. Was the site manager friendly to participants and volunteers?
- N/A 3. Was the site manager helpful to people with special needs?

Comments: I did not know the manager from the waitress (participant) or cook (participant)

D. VOLUNTEERS

- No 1. Were volunteers readily identified by a name tag?
- Yes 2. Did volunteers seem to enjoy their work and know what was expected of them?

Comments: I think people visit often, especially those doing the "Meal My Way" where you subscribe for eight meals. Still, the manager should have introduced her/himself.

E. RESERVATIONS

- N/A 1. Was making the reservation easy?  
Yes 2. Was parking available close to the site?  
Yes 3. Did the site have efficient and accurate registration procedures?

Comments: No reservation needed  
People who asked for an application receive meals at a discount. But, if a person cannot afford to meal, they are not obligated to pay the \$400. They comply with what they can afford.

H. FOOD

- Yes 1. Did the meal look good?  
Yes 2. Did the food taste good?  
Yes 3. Was the meal served on time?  
No 4. Were the people serving the meal clean and wearing aprons?  
Yes 5. Did the food served seem to be at the right temperature?  
 Hot Food  Cold Food  
Yes 6. Was there a lot of left-over food on people's plates?

Comments: Although people were clean who cooked the food, nobody wore an apron.