

## DANE COUNTY SENIOR NUTRITION PROGRAM - DINING SITE REVIEW

|               |  |
|---------------|--|
| Site Name     | River Ville Bar and Grill, Belleville      |
| Date of Visit | 1-24-2024 9am to 1pm (visit 12:15 to 1:00) |
| Completed By  | Linda Fuller                               |

Please indicate the appropriate response for each statement listed by checking Yes, No, or N/A in the corresponding space. Use the space provided at the end of each section to provide additional comments or to clarify your responses. Thank you!

| Yes       | No | N/A | Creation of an Inviting Atmosphere   |
|-----------|----|-----|--|
| X         |    |     | Were you greeted as you came in?   |
| X         |    |     | If needed, was the contribution system explained?  |
| X         |    |     | Did the seating arrangement allow for new participants to be integrated into the group?  |
|           | X  |     | Was there an announcement time?  |
|           | X  |     | Were new participants introduced to the group?   |
| X         |    |     | Did the site appear clean & neat?  |
| X         |    |     | Were the bathrooms clean?  |
|           | X  |     | Was there a bulletin board or place where notices were posted, such as: activity calendars or menus  |
| X         |    |     | Was the site accessible to a handicapped person?   |
| X         |    |     | Did participants at the site, seem to mix well together?   |
| Comments: |    |     | <i>Bright, open space; senior group seated in booths and tables in single large room, seated primarily in groups of 1 or 2; secure ramp on entrance, ice/snow removed; large ADA bathrooms; several walkers safely stored. No specific bulletin board or announcement during my 12:15 visit but many take-home resources and welcoming volunteer were available to answer questions.</i> |
| Yes       | No | N/A | Participants   |
| X         |    |     | Were participants friendly to you as a newcomer?   |
| X         |    |     | Did participants seem to enjoy talking to each other?  |
|           |    |     | Did participants seem happy with the following?  |
| X         |    |     | a) the site manager  |
| X         |    |     | b) the volunteers  |
| X         |    |     | c) the food  |
| X         |    |     | d) the program   |
| Comments: |    |     | <i>Laminated site welcome/instructions and menu provided to patrons</i>  |
| Yes       | No | N/A | Site Manager   |
| X         |    |     | Was the site manager readily identified (for example, the manager was wearing a badge or name tag)?  |
| X         |    |     | Was the site manager friendly to participants and volunteers?  |
| X         |    |     | Was the site manager helpful to people with special needs?   |
| Comments  |    |     | <i>Volunteer Marvin introduced me to Angie (director); also met two meal patrons and a staff member</i>  |

|                   |    |     |   |
|-------------------|----|-----|---|
|                   |    |     |   |
| Yes               | No | N/A | <b>Volunteers</b>   |
|                   | X  |     | Were volunteers readily identified by a name tag?   |
| X                 |    |     | Did volunteers seem to enjoy their work and know what was expected of them?   |
| Comments:         |    |     | <i>Long-time volunteer Marvin explained program and introduced me to a staff member/patron</i>  |
| Yes               | No | N/A | <b>Reservations</b>   |
|                   |    | X   | Was making the reservation easy?  |
| X                 |    |     | Was parking available close to the site?  |
| X                 |    |     | Did the site have efficient and accurate registration procedures?   |
| Comments:         |    |     | <i>Site shares parking lot with other businesses and there were no open spaces when I arrived; limited parking acknowledged by site manager but longer hours and breakfast options may allow for adequate patron flow despite parking limitation; registration process easy and efficient</i> |
| Yes               | No | N/A | <b>Food</b>   |
| X                 |    |     | Did the meal look good?   |
| X                 |    |     | Did the food taste good?  |
|                   |    | X   | Was the meal served on time?  |
| X                 |    |     | Were the people serving the meal clean and wearing aprons?  |
| X                 |    |     | Did the food served seem to be at the right temperature?<br>(Hot food hot, cold food cold)  |
|                   | X  |     | Was there a lot of left-over food on people's plates?   |
| Comments:         |    |     | <i>Five breakfast (pancakes, egg dishes) and lunch options (4 sandwiches, 1 salad); food was excellent; restaurant staff member took orders and served food; very friendly and helpful</i>  |
| Overall Feedback: |    |     | Director reports new contract with this new restaurant; up to 30 patrons per hour over 4 hour period; she also reports good working relationship with site. Pleasant welcoming volunteers and staff. Excellent food and environment; patrons seemed to enjoy eating here.                     |