

DANE COUNTY SENIOR NUTRITION PROGRAM - DINING SITE REVIEW

Site Name	Kavanaugh's Esquire Club, Sherman Avenue, Madison
Date of Visit	12-27-23
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>Variety of table sizes/configuration allowed participant choice of single to larger group seating; ramp in back for wheeled devices; people with wheelchairs and walkers could readily maneuver in spaces; *NewBridge newsletter available at registration desk. There were no announcements while I was at the site (12:30-1:15)</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:			
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>People with walkers and wheelchairs seated at tables; walkers moved to common area to allow easy movement between table; manager comments That the site serves over 100 participants at most weekly meals, "the largest attendance in the state." Site serves 4 senior sites, managed by</i>

			<i>NewBridge.</i>
Yes	No	N/A	Volunteers
	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>Volunteers wearing gloves and aprons; 'waitress' employed by restaurant</i>
Yes	No	N/A	Reservations
		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:			
Yes	No	N/A	Food
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? (Hot food hot, cold food cold)
	X		Was there a lot of left-over food on people's plates?
Comments:			<i>Tables quickly cleaned after participants left; menu included in site report</i>
Overall Feedback:			<i>Large separate sunny room reserved for meal site participants; restaurant entry very dark on sunny day; transition from sunshine to very dark room was difficult visual adjustment; strong glare in room, reduced somewhat by blinds; tasty food, friendly volunteers and waitress answered all questions. Pleasant bright setting with cloth napkins and good-natured banter between volunteers and participants</i>