

DANE COUNTY SENIOR NUTRITION PROGRAM - DINING SITE REVIEW

Site Name	Goodman Community Center
Date of Visit	5/15/26
Completed By	Helen Pan

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
☒	☐	☐	Were you greeted as you came in?
☒	☐	☐	Did the site appear clean & neat?
☒	☐	☐	Did the seating arrangement allow for new participants to be integrated into group? (Sites need to avoid assigned or reserved seating.)
☒	☐	☐	Were new participants introduced to the group?
☒	☐	☐	Did participants at the site, seem to mix well together?
☒	☐	☐	Was the site accessible to a physically disabled person?
☒	☐	☐	If needed, was the contribution system explained?
☒	☐	☐	Did you see a donation box where contributions could be placed AND a sign nearby that explained the suggested contribution amount?
☒	☐	☐	Was everything on the table that you needed to eat your meal?
☒	☐	☐	Were the bathrooms clean?
Comments:			Parking could be a challenge if a diner arrived around noon or later, especially when there was a special event.
Yes	No	N/A	Participants
☒	☐	☐	Were participants friendly to you as a newcomer?
☒	☐	☐	Did participants seem to enjoy talking to each other?
			Did participants seem happy with the following?
☒	☐	☐	a) the site manager
☒	☐	☐	b) the volunteers
☐	☒	☐	c) the food
☐	☐	☒	d) the program
Comments:			(fish sandwich, baked beans, 1 cookie, salad) The quality of food was mediocre at best. For \$15 (< 60 y/o) or \$5 (> 60 y/o), I could have bought better quality food for ^{much} < \$5 for sure.
Yes	No	N/A	Site Manager
☐	☐	☒	Was the site manager readily identified (for example, the manager was wearing a badge, name tag, or introduced themselves)?
☐	☐	☒	Was the site manager friendly and helpful to participants and volunteers?
☐	☐	☒	If working with food, was the site manager wearing a hair restraint and gloves?
Comments:			I didn't see the site manager unless the duties were assumed by a volunteer who did wear a badge, introduced herself, oriented me, etc.

Yes	No	N/A	Volunteers
✓			Were volunteers friendly and helpful to participants?
		✓	If working with food, were hair restraints and gloves worn? (If food is simply being carried from kitchen window to table, no glove/hair restraints are required.)
Comments:			The food was prepared in the kitchen which was not visible from the serving and dining area.
Yes	No	N/A	Reservations
✓			Was making the reservation easy?
✓			Did the site have efficient and accurate registration procedures?
✓			Was parking available close to the site?
✓			When making a reservation, ask about the transportation options available to you. What was offered?
Comments:			See comment in section 1, No reservation was needed at GCC.
Yes	No	N/A	Food
	✓		Did the meal look good?
	✓		Did the food taste good?
✓			Was the meal served on time?
		✓	Were you offered milk if you ordered it?
✓			Did the food served seem to be at the right temperature? (Hot food hot, cold food cold)
✓			Was there a lot of left-over food on people's plates?
Comments:			At my table, some food were left by all except 1 person, e.g. buns were not eaten and given to a diner (to feed animals). Portion size was small (1/2 to 1/3 of portion in regular restaurants?). On the table, there was a sign that said "no seconds."
Yes	No	N/A	Transportation
✓			Did anyone at your table use transportation to get to the dining site? If yes, which service did they use and how was their experience?
Comments:			Door-to-door transportation, The participant was appreciative of the service, she goes to lunch at GCC 3x/wk.
Overall Feedback:			Overall, a clean and attraction site staffed by friendly volunteers who seemed to know the "regulars" and anticipated what they preferred. The food quality was marginal, especially given the expected donation amount. Retail cost by a shopper probably would be cheaper ^{cheaper} and may be better quality. Parking could be an issue if participant didn't arrive 30 min earlier than lunch serving time. Only white diners were at GCC.