

DANE COUNTY SENIOR NUTRITION PROGRAM - DINING SITE REVIEW

Site Name	Madison Senior Center
Date of Visit	9/19/2024
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?
✓			If needed, was the contribution system explained?
✓			Did the seating arrangement allow for new participants to be integrated into the group?
		N/A	Was there an announcement time?
	✓		Were new participants introduced to the group?
✓			Did the site appear clean & neat?
✓			Were the bathrooms clean?
		?	Was there a bulletin board or place where notices were posted, such as: activity calendars or menus
✓			Was the site accessible to a handicapped person?
?			Did participants at the site, seem to mix well together?
Comments:			Contribution rules ^{rules} were posted on the Internet. I was greeted and sent to the sign in table.

Yes	No	N/A	Participants
✓			Were participants friendly to you as a newcomer?
Some			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:			At my table, the diners ^{diners} seem to know one another.

Yes	No	N/A	Site Manager
Sorta			Was the site manager readily identified (for example, the manager was wearing a badge or name tag)?
Sorta			Was the site manager friendly to participants and volunteers?
		don't	Was the site manager helpful to people with special needs?
Comments: Know			I'm unsure who the site manager is. I assume she is the person checking people in? She was business-like, not cheer-leader like.

Yes	No	N/A	Volunteers
		not sure	Were volunteers readily identified by a name tag?
✓✓			Did volunteers seem to enjoy their work and know what was expected of them?
Comments:			Volunteers were super friendly + solicitous + attentive to diners' needs.

Yes	No	N/A	Reservations
✓			Was making the reservation easy?
✓	✓		Was parking available close to the site?
✓			Did the site have efficient and accurate registration procedures?

Comments: I left a message. Someone called me back with a few hours. The person, however, didn't ask me what kind of meal I wanted so I was offered a hot dog instead of salad. Parking is metered on the street.

Yes	No	N/A	Food
	✓		Did the meal look good?
✓			Did the food taste good?
✓			Was the meal served on time?
✓			Were the people serving the meal clean and wearing aprons?
✓			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: The meal looked ~~like~~ the way they were supposed to. There were left overs + they were offered to diners who wanted more.

Overall Feedback:

- Reservation process was easy. If ~~meal~~ options were explained, there would not be confusion about what to serve me (salad). I guess if the phone staff asked if I were a new visitor, she could offer me the options.
- ~~There~~ Only metered parking or bus option.
- Dining room was easy to find, plus there was a greeter.
- Volunteers were delightful, attentive + friendly. Bless them!
- The diners at my table included me in conversation.
- The meal was good + plentiful. I had chicken salad. There were hot dogs + medleys ~~of~~ hot dogs.

- Late diners were accommodated. Extra food was offered to diners who wanted seconds. (not sure hot dog on bun + beans + jello? + a small bun + small milk = ~~\$16.50~~ \$16.50)
- Overall, the diners seemed to enjoy the meal, the venue and their tablemates.