

## 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? (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.