

## DANE COUNTY SENIOR NUTRITION PROGRAM - DINING SITE REVIEW

|               |  |
|---------------|--|
| Site Name     |  |
| Date of Visit |  |
| Completed By  |  |

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 the 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: |    |     |                                                                                                                                             |
| 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: |    |     |                                                                                                                                             |
| 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: |    |     |                                                                                                                                             |

|                   |    |     |                                                                                                                                                                     |
|-------------------|----|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Yes               | No | N/A | <b>Volunteers</b>                                                                                                                                                   |
|                   |    |     | 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 gloves/hair restraints are required.) |
| Comments:         |    |     |                                                                                                                                                                     |
| Yes               | No | N/A | <b>Reservations</b>                                                                                                                                                 |
|                   |    |     | Was making the reservation easy?                                                                                                                                    |
|                   |    |     | Was parking available close to the site?                                                                                                                            |
|                   |    |     | Did the site have efficient and accurate registration procedures?                                                                                                   |
| Comments:         |    |     |                                                                                                                                                                     |
| Yes               | No | N/A | <b>Food</b>                                                                                                                                                         |
|                   |    |     | 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?<br>(Hot food hot, cold food cold)                                                                          |
|                   |    |     | Was there a lot of left-over food on people's plates?                                                                                                               |
| Comments:         |    |     |                                                                                                                                                                     |
| Overall Feedback: |    |     |                                                                                                                                                                     |