

DANE COUNTY SENIOR NUTRITION PROGRAM - DINING SITE REVIEW

Site Name	River Ville
Date of Visit	3/4/20
Completed By	Patrick Downing

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:			
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	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:			
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:			
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:			
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:			<i>client wishes: More people on sunny days "Special" choice on menu</i>
Overall Feedback:			<i>Well run, Friendly atmosphere 5 ☆s</i>