

## Quality Control of Dining Services

**Guideline:** The Registered Dietitian will assist the Dining Services Manager in establishing a program to provide ongoing assessment and monitoring of the quality of the Dining Services Department in areas of nutritional care, dining services, sanitation, safety and food production.

**Procedure:**

1. The Registered Dietitian and or Dining Services Manager may use the following tools to measure and monitor the quality of the Dining Services Department.
  - a. Dining Services Opening and Closing Checklist
  - b. Dining Room Checklist
  - c. Environmental Assessment of Dining Room
  - d. Kitchen Inspection Readiness Checklist
  - e. Quarterly Internal Dining Quality Assessment
  - f. Dining Service Quality Assurance Checklist
  - g. Meal Satisfaction Survey Form
  - h. Meal Evaluation Form
  - i. Meal Questionnaire
  - j. Resident Health Record Checklist Forms
  - k. Kitchen/Food Service Observation Scoring Form
2. The Registered Dietitian and Dining Services Manager, with assistance from the Administrator, will determine the quality control tools to be used in the community and the frequency.
3. The Registered Dietitian will assist the community in implementing these tools into daily practice.
4. The Registered Dietitian will assist the Dining Services staff in developing corrective action plans for areas identified as needing improvement.