

My Perfect Bistro Survey - Bergvliet Evergreen Village – Alan Baxter -November 2022

Management Summary.

63 (41%) of a total of 153 residents responded, but it seems that in some 10 instances only one submission was made for both parties, thus about 50% of our residents have had their collective opinions heard.

Rescom thanks all those who did take part in this and our other surveys. More than 90% of respondents agreed that these Rescom surveys are valuable, provided the questions are well defined, and that the results are acted upon.

However, from the number of responses alone, one could draw the conclusion that 50% of residents showed little interest in the Bistro survey, therefore one might assume there is not an overwhelming interest in the Bistro.

The reality is that over this year the average number of meals of all kinds, including breakfast and take away meals, has rarely exceeded 250 per month.

The interesting questions are;

1. can this reality be changed and
2. what will make it happen

Residents answered these questions with ideas which included:

1. Improve the Bistro ambiance and decor
2. Make the tables and chairs more comfortable
3. Better food quality
4. More variety in the menus

Residents went on to list in great numbers what they regard as their favourite choices in menus and foods.

The details of residents responses can be found in the following pages, and while the results do not indicate a sudden rush of residents to fill the Bistro, they do indicate that if :

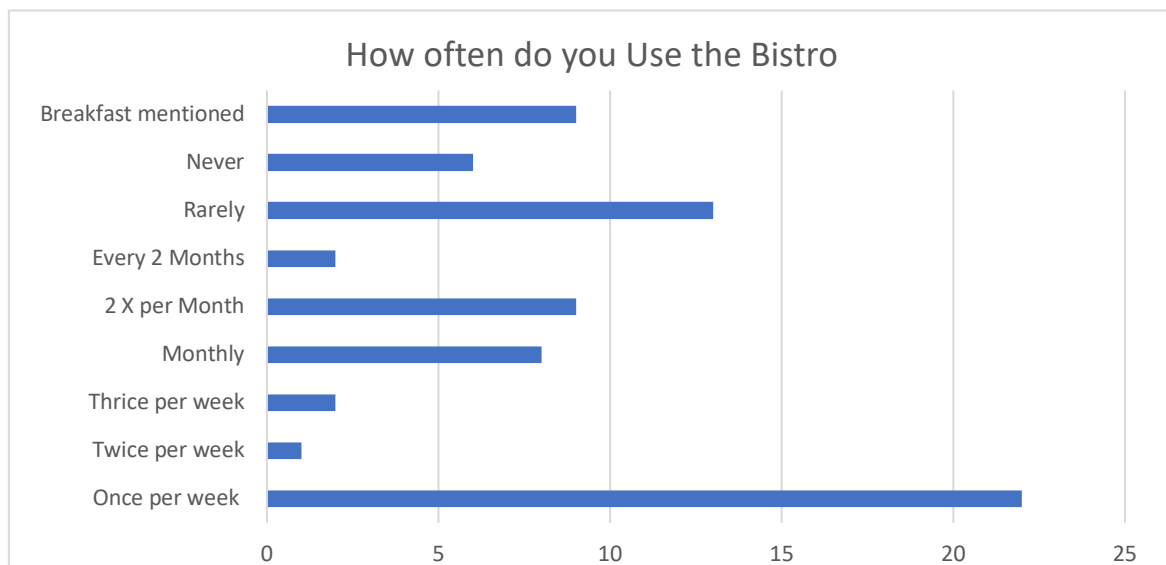
- Rescom encourage the residents to participate, and promote more events
- Evergreen Management take residents comments on board plus improve the Bistro facilities,
- WPC respond with better menus and quality,
- And finally, residents react positively to all of the above.

The Bergvliet Bistro will serve far more than 250 meals per month.

Using the Bistro Itself

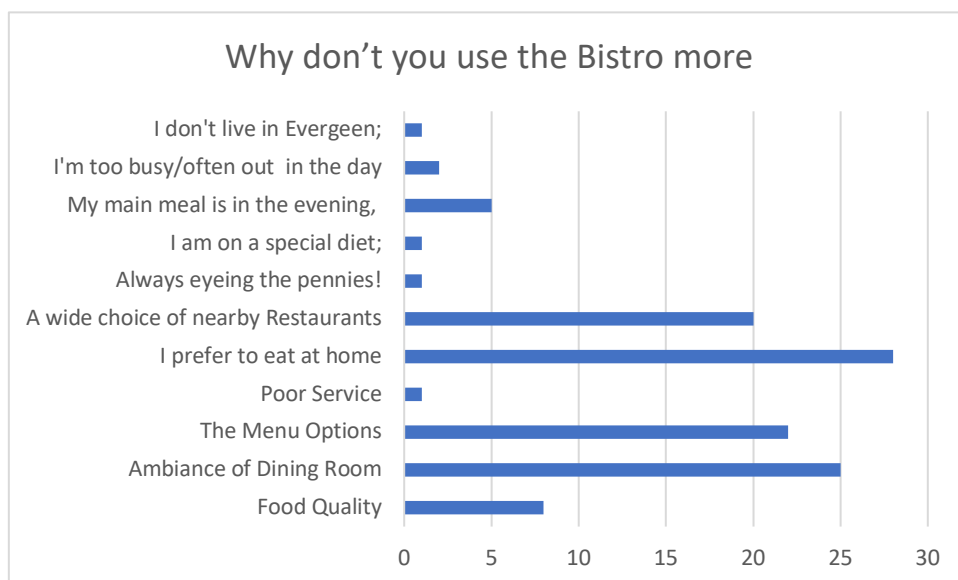
One could draw the conclusion that about 50% of residents showed little interest in the Bistro survey, therefore there is not an overwhelming interest in the Bistro.

This is borne out by the following graphs where 19 residents, 30% of the 63 respondents answered Never or Rarely to the question “How often do you use the Bistro”.

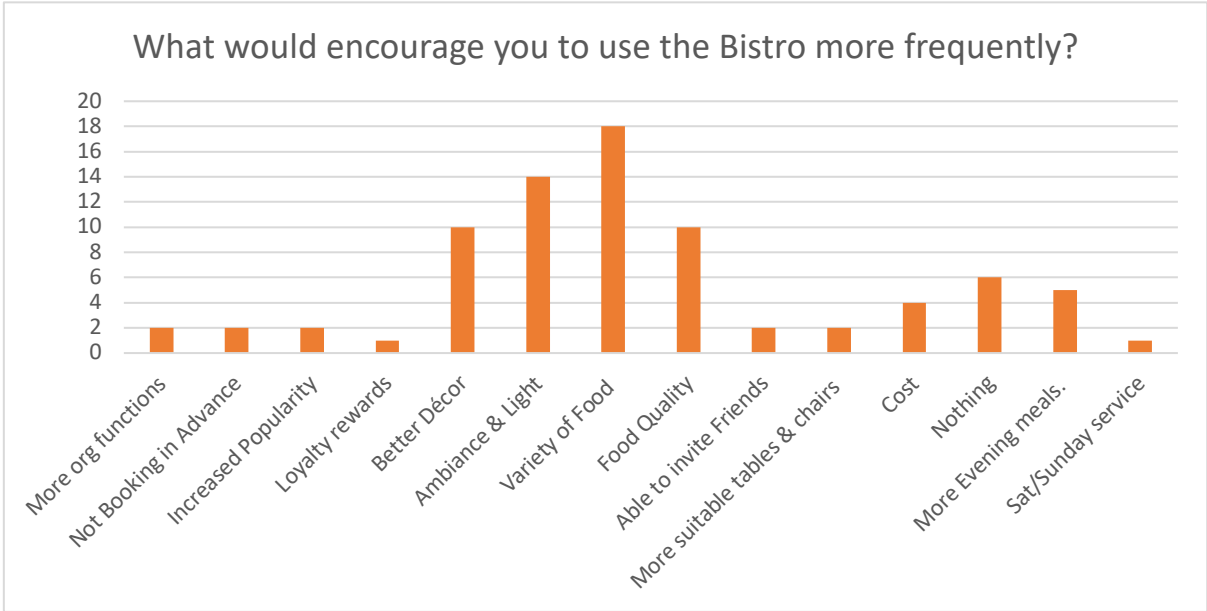


In answer to the question “Why don’t you use the Bistro more”, shown in the graph below, there are a number of reasons that indicate great difficulty in changing residents views.

A wide choice of nearby restaurants, and I prefer to eat at home etc. among them



However all is not lost, because in answer to the question “What would encourage you to use the Bistro more frequently”, only 5 (8%) responded nothing would encourage them to do so. In the graph below we can see the major draw cards would be More Variety in the meals, Improvements in the Dining rooms’ Ambiance, Light, and Décor, and of course better food Quality. Most of these are within the control of Evergreen and WPC management.

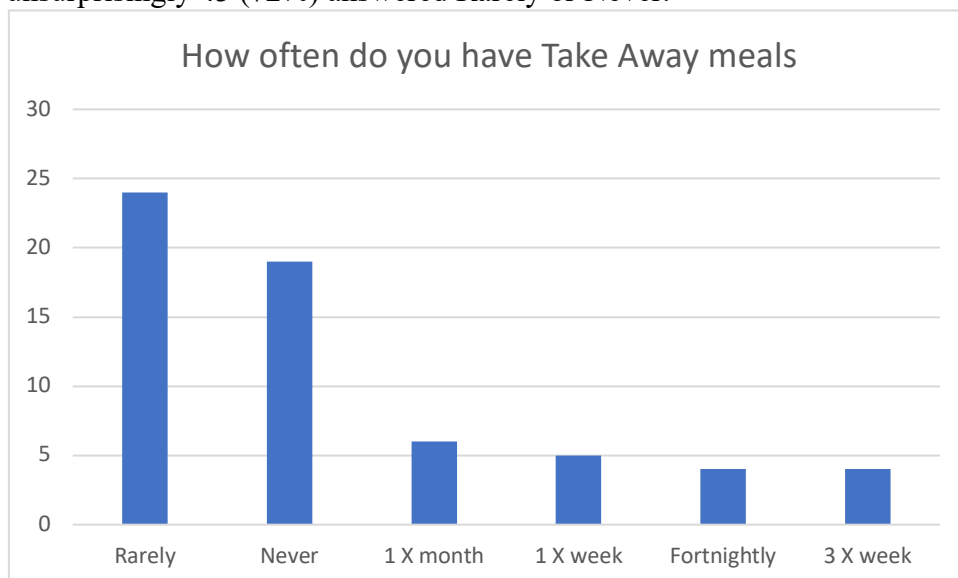


Comments like “bring back breakfasts with guest speakers”, and “more events” indicated that residents will support these initiatives.

Some further comments not tabulated above were:
Kitchen facilities are entirely inadequate for the size of the village of 100 units; Prefer Pub Nights and Braais: Things might well change as we get older ; use of Bistro dependant on menu and company: Unlikely to eat on my own: I want to join a table of people I want to be with?

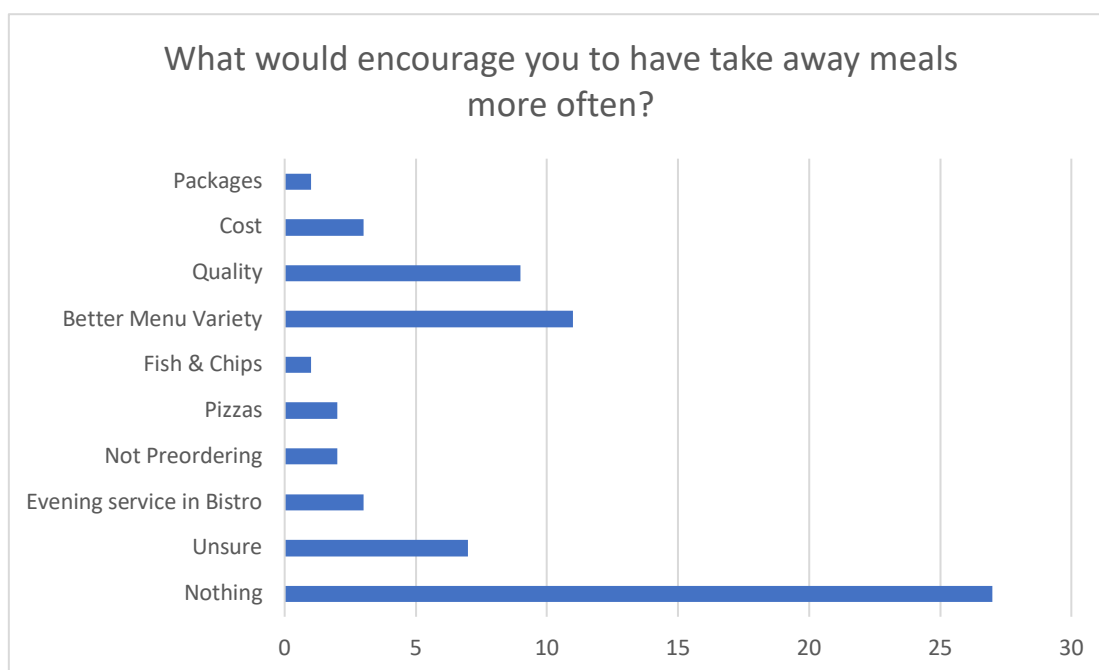
Take Away meals

Not all respondents answered the Question how often do you have take-away meals, but unsurprisingly 43 (72%) answered Rarely or Never.



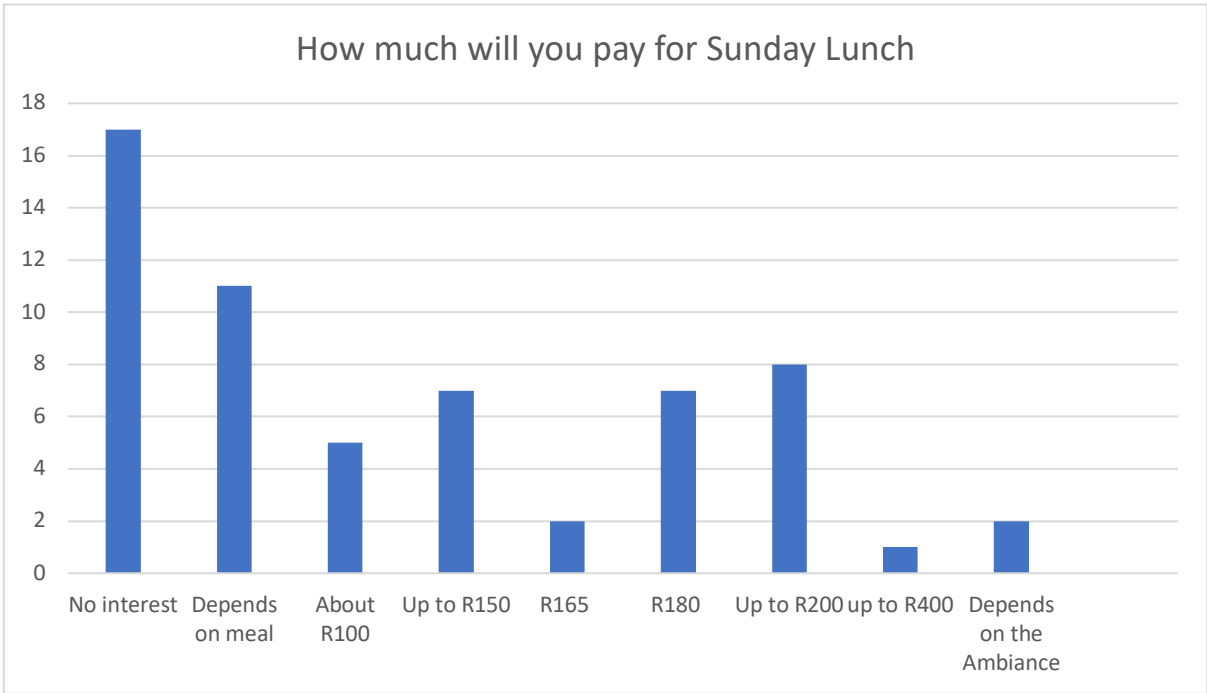
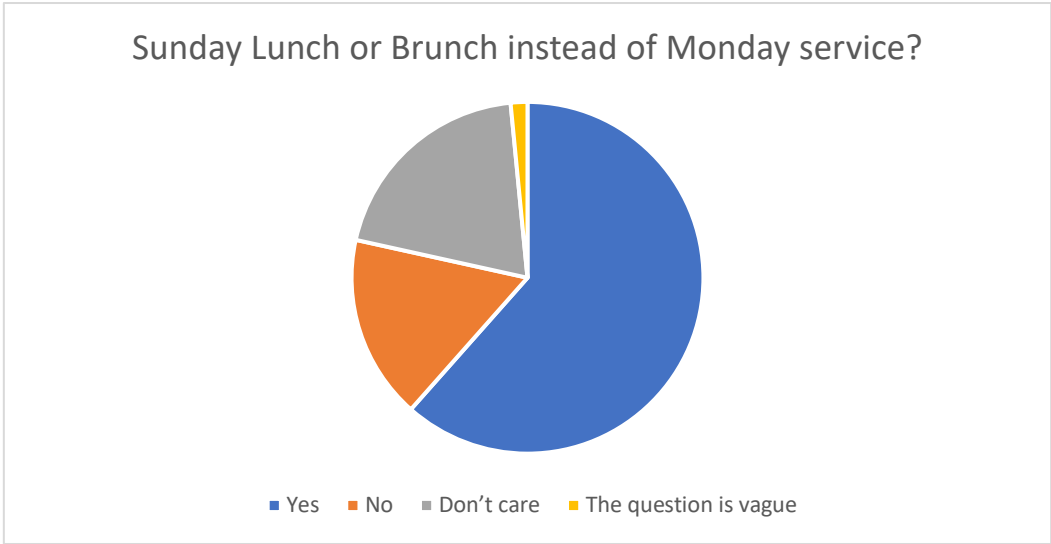
The answers to the question “What would encourage you to have take-away meals more often”, remains discouraging, because 26 responses (41%) answered that they are not interested in take-away meals. A few conversely recorded that while they do have take-away meals, they would prefer to eat in the Bistro in the evenings.

Several residents made the point that the day may come when they are unable to cook for themselves, then they will fall back on take-away meals.



Sunday Lunch

Pre Covid, Sunday Lunches by Yvonne Whitford had been very popular, and WPC were asked if they could offer Sunday Lunches. WPC agreed this would be possible within the new Levy structure if residents would forego the Monday morning Breakfast service.



What are your favourite dishes which you would like to find on the menu?

A roast, liver and onions, calamari, any lamb dish. Egg plant.

A Vegan option

Almost anything except a curry

Burgers

Chicken and fish

Chicken Curry

Deep fried or grilled Calamari more often

Norwegian Salmon offered more frequently for Social Dinners

Cottage pie from time to time

Curry/roasts/lamb/steak/pork/sea food/vegetables/salads

Fish

Fish & chips Friday evening

Fish but not fish and chips (the salmon recently was lovely). More vegetarian meals.

Fish, Belly Pork, lamb. But the meat must be tender and tasty

Fish, vegetables

For Sunday possibly a roast as when living alone, you never make a roast for yourself.

Fresh fish, schnitzels, beef steaks

! enjoy the fish and chips

I enjoy the pasta dishes

I enjoy the salads

Irish stew

Shrimps

Other seafood

Italian Choices

Lamb , Lasagne, Chicken pies and more imaginative salads

Lamb shank

Pork roasts

Eggs Benedict

Breakfast (The omelettes are great)

Curries

Pork Belie, Salmon

Steak, grilled fish, liver and onions, chicken

Lasagnes, boboties, chicken dishes, burgers, pizza.

Preferably served with vegetables rather than salads.

Light healthy lunches

Liver, fish like salmon and any roast.

More fish options, more curry options. cottage pie.

Meals I wouldn't cook at home for a single person.

Mild curry dishes.

Fish and calamari dishes are always popular.

Norwegian Salmon.

More curries

More fish options of a much higher quality/standard

Moussaka

Nothing too fancy, but a wide range of well cooked, simple, homely and healthy meals.

Occasional red meat, chickens and fish

Pork belly, roast Lamb, curry's, maybe liver and onions, etc. etc.

Pork dishes and those with interesting and flavourful. Example: chicken is good when tender accompanied by a flavourful sauce. Chinese, Thai , Morrocan and good curries should be included.

Pork Ribs

Sushi

Lamb loin chops

Roast chicken

Pork sausages, loin pork, Thai food, Curries, steak, chicken fricassee. & anything with flavour

Red meat

Roast lamb

Roasts. Lots of vegetables.

Salmon, which is always very well cooked, lamb and pork belly

Steak and chips- but good steak and freshly cooked chips

Sunday roast, seafood meal (fish), variety.

To lure me to the Bistro perhaps unusual meals rarely cooked at home, Waterblommetjie bredie, Bobotie, Baked Ham, Turkey, Italian foods like Gnocchi, Similar with Greek foods.

Would like to see more tasty fish dishes - introduce salmon more often

[Do you have any other suggestions regarding the Bistro, menu options, entertainment, or events you would like to have considered?](#)

A good experience on my first visit would see me return.

An improvement in the ambiance of the room

Are pre-arranged seating an acceptable practice?

BBQ lunches and dinners

Display of cakes, etc Invariably the choice is limited, mostly lemon meringue pie or chocolate cake. If I remember correctly it was suggested that WP staff would also be prepared to bake cakes or even bake bread

early evening food/meetings

Earn extra income by encouraging catered for family celebrations in the Bistro

Current menus seem suitable but sometimes we find neither of the two dishes on offer appealing.

Enlarge the kitchen to cater for the standard & quality of food to be prepared in the kitchen as required by evergreen Bergvliet which was advertised as the flagship of the evergreen group

For the theme dinners allow us to have the main course without including the desert or cheese platter in the menu.

In summer make the outside tables more inviting breakfast and lunchtimes. Not many restaurants have a view as good as we have.

Happy with the current setup, except that beef dishes have tended to be oversalted.

I see no permanent viability of the kitchen until the occupants of Bergvliet either get to the age where they require meals brought in

I normally enjoy the Wednesday dinners, but with the new system, when the dishes are precooked and heated, the dishes are very dry indeed. I would like to see much more gravy offered, to make up for the dryness.

If the bistro is open for lunch or dinner it should be the main meal for the day and not a snack

In the summer months lunch can be the main meal of the day, perhaps themes, Italian week, French etc

Regular Braai too in summer.

The Men's (and) ladies breakfasts were good, but non contentious and interesting speakers are essential.

Less meat more vegetables

Maybe you should look at Raw Catering, they know how to give good menus and different events, like teas or special occasion meals. Food lovely and fresh and great ideas.

Men's Breakfast, entertainment evenings with Music, Quiz night and Bingo Evenings

More Braai events at lunch period during the week (summertime)

More Gravy!

More pub evenings with pub food.

Music & dance or Cabaret

Emphasise the need for sound proofing

Other than that Christina is a great asset to Evergreen Bergvliet - always helpful, smiling, charming, professional and kind to residents.

None

Not at this time.

Not really. I think what is provided is great, especially the social dinners.

Perhaps as we get older we will become more involved in having meals and attending events

Replace the furniture, with lighter chairs, etc.,

Staff could also benefit from daily small meals as a perk from Evergreen.

Make the place less like an institute dining room

Tapas would be fun but lots of people very fussy and not willing to try something different.

Sushi which I know is out of the question.

Pizza is not an option for me.

The current selection seems good. We don't attend because we do something together every Friday

The day may come when I am unable or unwilling to prepare food at home, and it would be preferable to have a facility inside the village that would cover my needs for daily meals, as well as the odd special occasion, at a price competitive with the local market, and in comfortable, friendly surroundings.

The Entertainment committee is doing an excellent job and there is a good variety of events available

The furnishings and temperatures in the bistro do not create a welcoming atmosphere.

Some good air conditioning / heating would be a great help.

The improvement of the ambiance which we note will be attended to early next year.

Music and dance evenings are always popular.

Music of the 60's

We are happy with the offer of events and activities that are offered so far

We enjoy the theme dinners

We like to use the bistro for occasional coffees

We like what there is.

Would enjoy pizza

More interesting salads

Would like theme evenings to continue as were so enjoyed in the past - musical entertainment always went down well.

Would prefer it if there were less garlic in every dish. Sometimes even the veggies are loaded with garlic, and I do like a garlic flavour

Allow people to put together their own tables and not try and force mingling by allocating people to tables. I do not go to a restaurant and get seated with total strangers with whom I have nothing in common