

Catering Report 27th March 2025

A catering Meeting was held on the 20th March 2025 in the boardroom

PRESENT

- Paul Selby (PS)
- Christine Dempers (CD)
- Kim Whitworth (KW)
- Ruth Reichlin (RR)
- Servest Representatives: Jamie, Aneesha

2. FEEDBACK ON MEALS

2.1 Positive feedback, noting that meals are good and reasonably priced. A request was made for more protein-based salads, such as chicken salad and tuna salad, to be included on the menu.

2.2 Recurring complaints from residents with dentures about tough meat were noted, though this was described as a common issue.

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2.3 PS reported on specific feedback:

- The spit braai was excellent.
- Meals are reasonable and of good quality.
- One negative comment was received regarding the small size of a chicken drumstick portion.

3. RESIDENT FEEDBACK PROCESS

3.1 RR requested the reintroduction of the comments list for residents to provide feedback, as was done previously.

3.2 PS noted that when feedback slips were available, residents rarely used them, preferring to voice complaints informally.

3.3 CD suggested that residents send feedback emails directly to Mieshkah, adding that compliments are rarely reported, while complaints dominate.

4. MENU UPDATES

4.1 A minor issue was noted: the March menu ends on 28 March, while the April menu begins on 1 April.

4.2 It was noted that the Sunday lunch menu is now presented on a single page, making it easier for residents to read.

5. KITCHEN UPDATES

5.1 Kitchen Update:

- A new oven has been ordered.
- A thorough cleanup of the kitchen is planned before installation.
- Cold meals will be served during the refurbishment period, with residents to be informed in advance. The exact date is yet to be confirmed but will occur soon.
- The coffee machine has been relocated to the back and is functioning more effectively.
- The pie machine has been moved to the back but is currently under repair. Servest confirmed that repairs are in progress, as residents enjoy the pies and croissants.

6. BISTRO AND SALES

6.1 CD praised the display boards advertising kitchen items for sale, suggesting that cake holders should remain fully stocked or be removed if empty.

6.2 PS raised concerns about low kombucha sales, noting that residents, particularly those in houses, may not be aware of available items. Improved advertising was recommended.

7. UPCOMING FUNCTIONS AND EVENTS

7.1 CD outlined the following planned events:

- **Good Friday:** Hot cross buns and pickled fish.
- **Easter Sunday:** Spit braai and Easter eggs.
- **First Weekend of April:** Lamb for Sunday lunch.
- **April:** Darling Cellars event; no social dinner (to resume in May).
- **May:** Mother's Day, ladies' and men's breakfasts.
- **June:** Father's Day.
- **July:** Christmas in July.
- **Ongoing:** Pub BYO with small platters available from the Bistro.

7.2 Entertainment suggestions included:

- Live entertainment (e.g., Pauly's band).
 - Themed social dinners with music every second month.
 - Introduction of scones and tea.
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8. STAFFING AND SERVICE

8.1 RR noted that two waitresses are present on Sundays—one at the front and one at the back—and asked if sufficient cakes are available for weekends.

8.2 KW suggested displaying savoury items alongside cakes.

8.3 RR requested clarification on the meal-serving process. CD proposed introducing a serving station starting from Sunday, noting that 48 residents typically attend Sunday lunch in the dining room.

9. RUMOURS AND COMMUNICATION

9.1 RR raised concerns about rumours of a change in caterers. CD emphasized that this is unfounded, and residents should be informed accordingly.
