



CUSTOMER SOLUTION CASE STUDY

INTERIM MANAGER RESPONDS TO CONVENT FNS NEEDS



CLIENT: Health System Convent
BED SIZE: 10
REGION: Northeast
TYPE: Self-Op

DEPARTMENT:
 Food & Nutrition - Convent

CLIENT PROFILE:
 Interim Management/Assess meal plan for the convent

- KEY OUTCOMES:**
- New recipes and training provided to dedicated chef
 - Greatly enhanced quality and satisfaction of food served

CHALLENGE

This highly respected hospital system has a Convent on the main campus. Ten sisters live there full-time, with an additional five joining them from the mother house for lunch each day. The hospital provides three meals, seven days a week for the women. Challenges existed with the current food menu. Soriant placed an Interim Manager on-site who observed the following:

- Inadequate food preparation and food menu diversity
- Management did not follow-through on sisters' requests
- Menu items were not prepared consistently

In assessing this niche service, Soriant determined that the hospital might consider hiring a cook specifically for the convent, preparing meals to dietary and health specifications.



SORARIANT SOLUTION

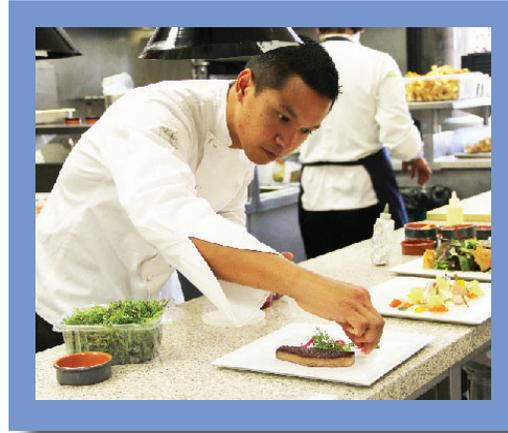
While performing interim management of other hospital needs, our Soriant consultant met with the sisters, conducted a survey, and identified their dietary requirements. New menus were created as a result of the survey and a "tasting" was scheduled before the new menu was fully implemented.

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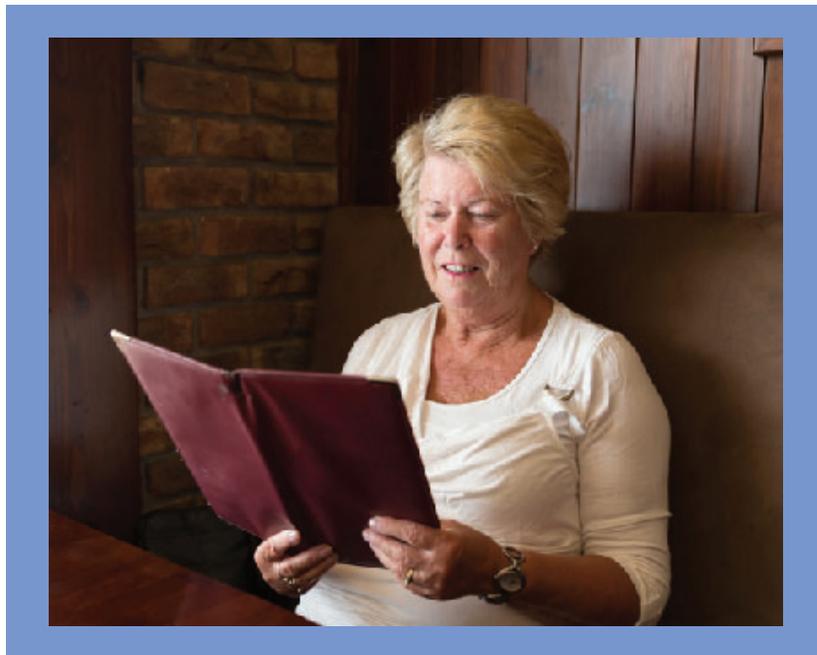
Upon approval, Soriant:

- Developed a four-week cycle of menus
- Established a partnership between sisters and management staff
- Created a recipe binder to ensure consistency and quality of meals
- Scheduled weekly meetings with sisters to create a web of influence and ensure follow-through from FNS Management.



RESULTS

In partnership with Soriant's Interim Manager, Food & Nutritional Services was able to quickly respond to the needs of one of their most treasured staffing groups. The sisters were amazed with the survey results. A chef was hired and trained. Management met with their group weekly to ensure satisfaction and increased customer service levels. The food, recipes, and consistency were greatly improved and this hospital's administration was elated by the improvements made.



HOSPITAL'S TREASURED CONVENT RECEIVES BENEFIT OF IMPROVED FNS

For more information about achieving similar success, please contact us at 770.777.6633 or askme@soriantolutions.com

