



INSIDE THE RISE OF MULTI-VENUE DINING IN SENIOR LIVING

Management and design are reshaping the senior living dining experience

Garden Spot Village
New Holland, Pennsylvania



www.seniorhousingnews.com | info@seniorhousingnews.com | 312.268.2420

TABLE OF CONTENTS

3	About Senior Housing News
4	Introduction
5	The Rise of Variety in Senior Living Dining
10	Back of House Design for Variety of Venues
10	The Design
11	The Equipment
12	Back of House Moves Forward
17	Operations and Variety of Venues
17	Technology / Innovation
18	Managing Traffic to Multiple Venues
18	Skills Rising
19	Thinking Like a Restaurateur
20	Case Study: Garden Spot Village
22	Conclusion





SENIOR LIVING DINING HAS CHANGED.

Many communities have updated their dining operations to offer a restaurant-style experience with multiple venues and a variety of options each day for residents. If you're not providing options, you're out of the game.

But managing the new process can be daunting. From staffing to food sourcing, managing the back of house for a multi-venue, restaurant-style operation introduces new areas for challenges, as well as opportunities. The new multifaceted dining experience requires both smart design and savvy operations.

This report explores the top management and design principles that are shaping the new and improved senior living dining experience.

In this report, you will learn:

- *Dining preferences of baby boomers and senior living residents and how those preferences are driving variety in senior living dining.*
- *How designers are creating unique spaces for multi-venue dining.*
- *How operators are using technology and innovation to help manage multiple dining venues within a single community or campus.*
- *Where senior living dining staffing is becoming more like restaurant staffing, and how the skill level is increasing with the rise in variety.*

Photo courtesy of Garden Spot Village



THE RISE OF VARIETY IN SENIOR LIVING DINING

Operators report that today's residents want options — many, many options. Generational preferences play a role in this trend; baby boomers and their predecessors want choice.

Dining is one of the greatest operating expenses a senior living community faces. In fact, according to LeadingAge, dining comprises around 23% of an average CCRC's costs, second only to nursing, at 35%.

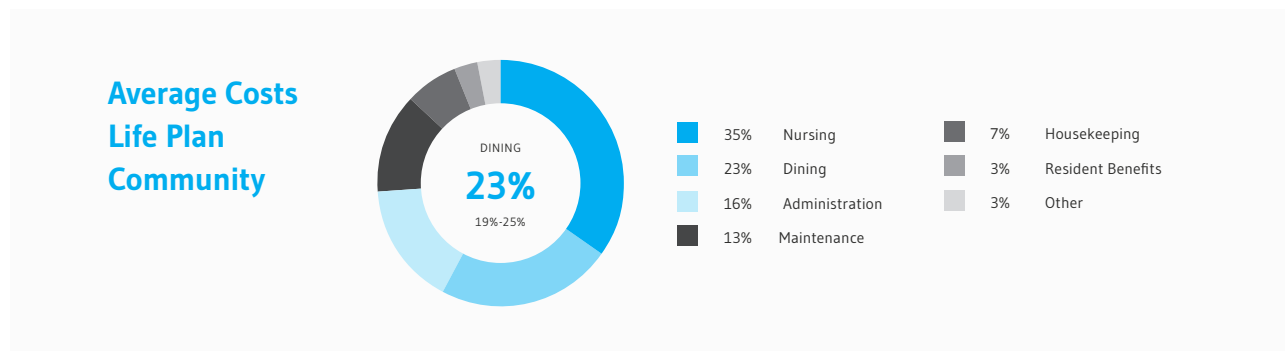
Given the expense, communities should make sure their dining dollars end up meeting the needs and desires of their residents, who today mainly comprise the Greatest Generation, but will soon make way for Baby Boomer residents. That means variety.

Senior living communities aren't the only venues trending toward dining variety. Take a look at any university, resort, or large office campus. Even "food halls" are cropping up across cities nationwide, giving patrons the option to visit any number of stalls or micro-restaurants that are cooking up the latest in local cuisine. Choice is paramount.

Settings that are likely to have a more "captive" consumer base are all trending away from the cafeteria-style dining of the past, and they're looking toward the future. The idea is less "high-school lunchroom," and more "Cheesecake Factory," says Alex Susskind, associate professor of food and beverage management at The Hotel School at Cornell University, and a faculty fellow of the Cornell Institute for Healthy Futures.



Eataly "food hall" in Chicago, IL
PHOTO COURTESY OF EATALY



Source: Perkins Eastman and LeadingAge

