CSG
CULINARY SERVICES GROUP

Menus That Work For You

We recognize that every client is different and every community is different. That's why at Culinary Services Group we create menus as unique as your residents. Our **Culinary Promise** is a customizable menu program that's designed to provide the best overall value for our clients while delivering elevated dining experiences for their residents.



Creating Custom Menus

Through our **Culinary Promise,** we offer a flexible, tiered menu approach as a benchmark for most budgets. This allows us to have a dialogue with every client and their residents about what menu items are important to them. However, **clients are never locked into a one-size-fits-all approach!** These base menus provide a framework to create a successful, customized menu that's tailored to meet our customers and clients where they are.

In every community we serve, we create a resident food committee. These residents regularly meet with the food service management team to provide insight into what the residents want to see more of on their menus. We continue to gather feedback through regular table touches during meal times where the CSG team gets to know the residents personally. The more ways we collect information from residents the more likely it is we will achieve resident satisfaction.

Our primary goal in communicating with the client and their residents is to provide a menu that is right for their community, but this process also provides an enhanced community culture and sense of belonging. Residents feel heard and in control of what's happening in their community.

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The Power of Alignment

At Culinary Services Group we're on a mission to challenge traditional top-down corporate menus and corporate processes. That's why we created our **Culinary Promise**. We provide our operators with a strong foundation called the **Six Pillars of Success**. This framework allows our operators the ability to provide a high level of customization based on client feedback and their own culinary arts expertise.

It's important to understand that each of the **Six Pillar Initiatives** can be dialed up or down to have the most relevance to your community. Our goal is to have a deeper discussion with the client regarding their vision for their community and its dining program. These conversations help our operators become more aligned with the client, so we become more than just a vendor, we become a partner that can deliver on a clear promise.

Each new operation is then monitored through a monthly **Fresh and Focused Audit** that measures Culinary Services Group's success in delivering on the client's key objectives. The Fresh and Focused Audit is a tool for continued alignment and partnership. These audits provide a clear pathway to success in every operation.





The Impact Of High-Quality Menus

As food service providers we've noticed that when residents don't like what's on the menu, a lot of food goes uneaten, this can lead to increased costs in other areas of your community. For example, resident may request more snacks in between meals and there may be higher supplement usage to manage the risk of malnutrition. A good menu is one that not only works within your operating budget but also reduces food waste and supplement costs.

At every level of **Our Culinary Promise** our **Waste Tracker** program is used to track and measure waste. It's our goal to see food waste decline in the first few months of entering a food management contract with Culinary Service Group. It's just one more way we ensure a high-quality dining experience, no matter your operating budget, through the power of good food.

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LEARN MORE

Menus Made For You

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