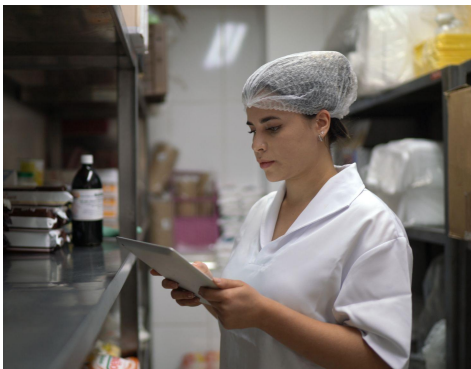


# Manage Costs by Walking Around

A quick hit list for senior leadership



**Food, labor and supply costs within Food and Nutrition Services departments are a significant portion of overall healthcare and senior-living budgets. Managing these costs is a constant and necessary challenge. According to a recent Datassentials survey of senior-living organizations, 80 percent of respondents identified managing food costs as a top business objective. Managing costs related to Food and Nutrition Services can be overwhelming without knowing where to look. This resource serves as a cost-control pulse check, identifying every day observations that may help you uncover money-saving opportunities.**



Watch for hidden costs as you walk through your community or facility. Address the observation with your Food and Nutrition leadership team and pull in your Gordon Food Service® sales representative for additional insight and resources.

## Procurement

Purchasing best practices are a top priority for managing costs. Take note of the number of vendors delivering food and supplies, as well as the frequency. Too much activity may indicate lack of standards. Ask your team for documentation on procurement best practices:

- Group purchasing contract compliance
- Menu changes to address inflation and product availability
- Tracking high cost items - chemicals, supplements, protein
- Tracking key-performance indicators, such as food, supply and supplement cost per person

## Food production

Excessive leftovers after meals, or stashed in the cooler can mean your staff is preparing too much food. Extra costs from overproduction adds up quickly. If you see this, ask your team if they are using:

- Standardized recipes
- Recipes scaled to the amount needed for service
- Accurate production reports

## Inventory management

An over-crowded and unorganized storage room may be a sign that your team is not following inventory management best practices. Poor inventory procedures can lead to purchasing food you don't need and increased spoilage of the food you do have. Avoid over-ordering with a consistent sheet to shelf inventory plan. Organize your storeroom with proper racks and containers. Ask your team about:

- A regular inventory schedule
- Established par levels
- First in First Out Rotation (FIFO)
- Storeroom cleaning schedule

## Keep track of what's leaving your department

Are your store rooms easily accessible to unauthorized team members? Food, cleaning materials and supplies are popular items. Minimize the opportunity for frivolous use of these materials as well as theft by asking your staff about:

- Whether store rooms have locks in place, and are changed after firing employees
- Policies to control other departments from entering store rooms

## Kitchen Maintenance

Lack of regular cleaning and maintenance of equipment can result in unexpected repair costs. Not to mention when a key piece of equipment is out of order, your staff is likely using less efficient ways to get the job done. This can lead to increased labor, injuries, lower food quality and increased waste. Ask to see:

- Equipment cleaning schedules
- Equipment maintenance schedules

## Cleaning products

Beware if you hear a team member say, "If a little soap cleans well, twice as much should clean twice as good!" Over-concentration of cleaning products is one the top offenders when it comes to waste. Misuse of chemicals can also be dangerous. Ask your team about:

- Chemical calibration logs
- Professional support
- Team training

## Post-Consumer Waste

Food that is served and not eaten is a waste of money and labor. If you notice excessive food waste in the dining room or returned from guests, it may indicate overserving or poor quality of food. Pay close attention to wasted nutrition supplements and delivered snacks. To limit this waste, ask your team about:

- Portion control utensils to serve the meals
- Food first program
- Snack carts versus a standing delivered snack
- Guest-satisfaction scores

## Productive Labor Hours

Labor is expensive. Are your team members hanging around in the kitchen and during meal times? This could be a sign of overscheduling. Ask to see:

- Productivity benchmarks (such as labor dollars per meal)
- Full Time Equivalent (FTE) and labor cost data.

### Gordon Food Service® Digital Solutions

Ask your sales representative for information about how these and other tools can help you manage costs.

**Gordon Inventory™**  
**Gordon Ordering™**  
**Gordon Culinary Pro™**  
**Gordon Cycle Menu Management™**