

From: [Richard Schenkel](#)
To: [Malmquist, Alyssa](#)
Subject: [Ext] Message from the CEO: Shining Stars
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Message from the CEO: Shining Stars

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Team Members:

Our motto is: We are exceptional people, providing exceptional service to exceptional customers. This week I want to recognize all of our team members living our motto by providing exceptional service to our residents, patients, and guests. Our team continues to exceed expectations by implementing timely solutions and crafting meaningful dining moments for the people we serve.

I admire your attention to detail and flexibility as we work through new dining standards and delivery models. Your tremendous efforts deserve to be celebrated so I will continue to share your stories sent in through **The Unidine Way**.

See below for some of the submissions provided this past week:

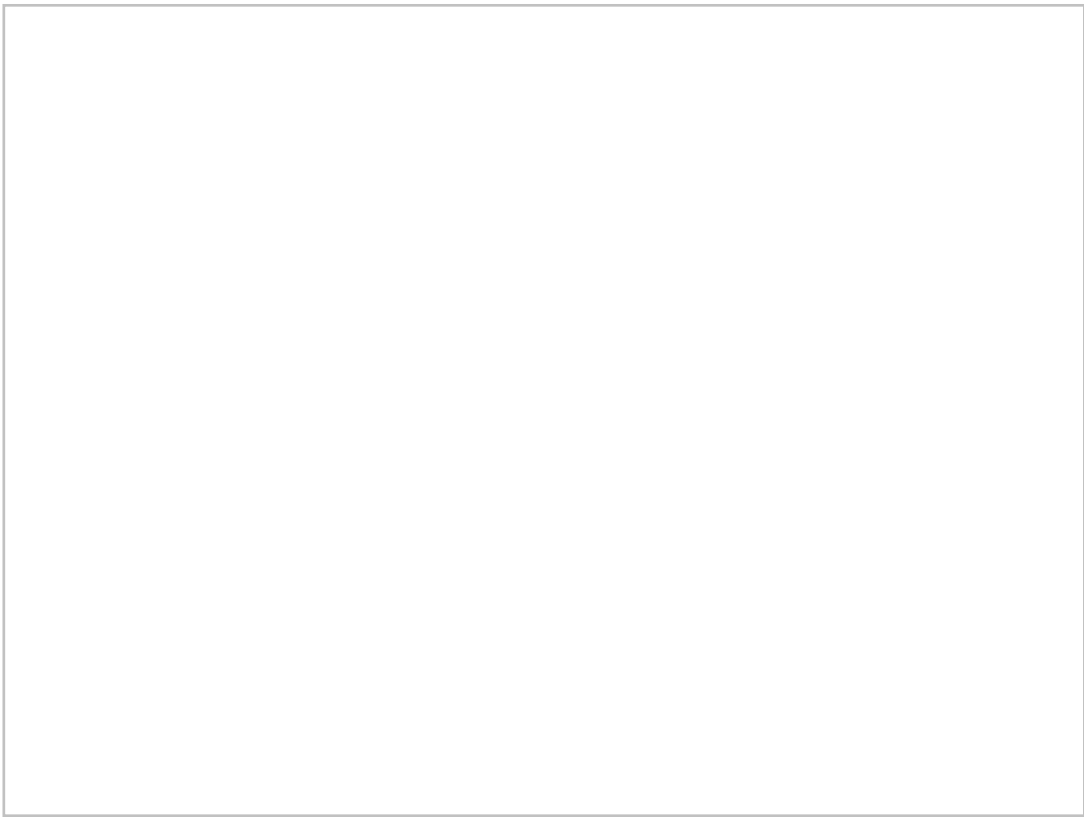
Glacier Hills, Ann Arbor, MI:

Crafting Memorable Dining Moments: At Unidine, service excellence is the highest priority of every team member. While resident dining continues to follow social distancing protocols, our teams are leveraging technology to deliver signature dining programs virtually. At Glacier Hills our team members filmed a culinary and nutrition demonstration designed around colorful foods and their functional components. Residents were able to participate in the interactive demonstration by Robyn McCarry RD, Anna Pierce MS, RD, and Executive Chef Shaun Hoffmeyer through the community's private network. Fantastic job team for engaging our residents and doing what we say we will.



O'Connor Woods, Stockton, CA:

Personalized Dining Experiences: We are forward-thinking individuals that share a commitment to crafting memorable dining moments. At O'Connor Woods, Lead Cook and Part-Time Baker Sal Meza went above and beyond to craft a unique dining moment in honor of a residents' birthday. Sal baked a one-of-a-kind birthday cake that featured a personalized sugar design. While the community is sheltering in place our team members were able to exceed expectations with an exceptional dining experience.



Franciscan Manor, Beaver Falls, PA:

Commitment to Crafting Exceptional Food: Each dining experience is an opportunity to create something exceptional for the people we serve. At Franciscan Manor, our team members are ensuring that residents are fueled with fresh vegetables and fruit at their convenience through our Fresh to Go grocery program. Each order is delivered directly to residents' doors accompanied by a step-by-step recipe and ingredient card. This program connects with our longstanding commitment to crafting exceptional food with care, from scratch, using only fresh, responsibly-sourced ingredients.



Presbyterian Homes at Lake Forest Place, Lake Forest, IL:

Exceptional People Providing Exceptional Service to Exceptional Customers: Crafting invigorating dining moments is rooted in forward-thinking and innovation that drives engagement with our guests. Our team members at Presbyterian Homes at Lake Forest Place reinvented National Shrimp Day by turning it into a Bubba Gump Dinner Spectacular inspired by the all-time classic movie, Forrest Gump. Re-imagining this event showcases our team members' attention to detail that makes all the difference in the lives of our residents.





Presence San Carlo, Northlake, IL:

Exceptional Dining is a Must-Have: An exceptional dining experience isn't just a nice-to-have, it's a must-have. Our team at Presence Casa San Carlo hand-delivered a delicious assortment of wine and cheeses to residents during a Happy Hour celebration. Our team members accompanied the door-to-door delivery with playful costumes that brought smiles to residents' faces. The residents were happy to interact with our team members and to enjoy a unique dining experience from the comfort of their rooms.



Rivermead, Petersborough, NH:

Customizing Invigorating Dining Moments: Unidine encourages our team members to think outside-of-the-box to add unique details to every dining experience including in-room delivery. At Rivermead, our team of culinary artists hand-crafted unique artwork on the delivery bags for their residents with both eye-catching imagery and words of encouragement. Our team members pay attention to the details in everything to make each dining moment spectacular for our guests from start to finish.



I am so thankful to all of our remarkable team members. Your entrepreneurial spirits continue to shine through each day.

Regards,



Richard B. Schenkel

Fresh. Authentic. From Scratch. That's the Unidine Way.

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