

Dining operational changes

Resident Zoom Chat | Thursday, June 26, 2025

The vision

- ▶ Based on feedback and data, we aim to successfully offer:
 - ▶ Increased seating capacity for residents and guests
 - ▶ Themed buffets Monday, Wednesday and Thursday in Nosh
 - ▶ Guests to join residents for dinner in the Centro main dining room
 - ▶ Copper Beech to offer the same menu and service as Centro for walk-in diners and their guests. No longer offering buffets but remaining first come, first served.

NOSH Dining Changes: “Fast Casual Buffet Dining”

- ▶ Replace the al la carte dinner menu on Monday, Wednesday and Thursday with a themed buffet in addition to the existing buffet offerings every Sunday and Tuesday. There will be no change to Friday's Shabbat dinner.
- ▶ Residents can serve themselves at the buffet or order buffet items at the table to be delivered by staff. The soup and salad bar will remain self-serve.
- ▶ Open seating “family style” on a first-come-first serve basis. The maximum capacity will be 60 diners. Reservations will no longer be needed or required.
- ▶ There will be no seating in Winter Garden.
- ▶ Weekly buffet menus will be available on Fridays for the following week. In addition, menus will be displayed on the tables.

Example of Theme Menus

► Week 1

- Mon: Summer BBQ
- Wed: Japanese Sushi
- Thurs: Fish

► Week 4

- Mon: Summer BBQ
- Wed: Asian
- Thurs: Prime Rib

► Other Ideas.....

- Spanish Tapas, Movie Night, New England Favorites, Irish Pub, Burger & non-dairy Shakes, Dine out Boston, Ramen Night, Pizza Night

Week 2

- Summer BBQ
- Italian
- Deli

Week 5

- Summer BBQ
- Greek
- Mexican

Week 3

- Summer BBQ
- Mediterranean
- Southern Comfort

Week 6

- Summer BBQ
- Dairy
- Jewish Comfort

Dinners to go in NOSH

- ▶ The Nosh lunch menu is available for dinner delivery if placed by 2pm on-line, by phone or in person
- ▶ Deliveries take place between 4pm to 5pm
- ▶ The nightly buffet menu is available for walk-up counter service at the deli counter for take outs between 5pm and 7pm (no delivery available)
- ▶ As is with all buffets, no take out containers will be allowed for in person dining

Copper Beech Dining Changes

- ▶ Transition from buffet to regular full service dining
- ▶ Full Centro dinner menu will be offered with same dining hours
- ▶ No reservations: Walk-ins only on first come, first served basis (same process as now)
- ▶ Diners must check in with host team prior to sitting and receive chip to allow us to monitor capacity

Welcoming more guests to dine with us!

- ▶ **Nosh** (no changes to current protocols)
 - ▶ Guests are welcome to join residents for dinner Monday - Friday (Friday Shabbat requires pre-order)
 - ▶ Dinner service available for residents only on Sunday
- ▶ **Centro & Copper Beech**
 - ▶ Guests are welcome to join at a **maximum table of four** in Copper Beech (first come, first served)
 - ▶ Guests are welcome to dine in the Centro main dining room with a maximum table of 4 From 5pm- 5:30pm and from 6:30pm - 7pm (reservations required)
 - ▶ Centro offers brunch every other Sunday 11am -2pm open to residents, family & guests

Frequently Asked Questions

- ▶ **Why are we changing back to buffet style menu in Nosh?**

On Monday, Wednesdays & Thursdays the number of residents dining is low and Nosh is being underutilized and overstaffed

- ▶ **Why are reservations no longer required in Nosh?**

We recognize its been frustrating for the community trying to manage the reservations in the environment of Nosh. We are unable to offer an a la carte menu without reservations, our goal is to see residents eating together in Nosh as a community at their own pace.

- ▶ **What entrée can I order plain?**

The catch of the day is available plain as well as the roasted chicken

Frequently Asked Questions

► Why can we not have guests in Nosh on Sunday evening?

AS Centro is closed for dinner, we need to ensure space for our residents to eat that night, and having the brunches open, we hope residents will want to bring their families to the brunches and leave the space open in Nosh

► Table of 4 maximum for residents with guests in Centro?

If its one resident they can invite 3 people, if it's a couple they can invite 2 people. The max the table can be is 4 people to ensure we have plenty of space for resident dining

► Why are guests only allowed in Centro from 5pm- 5.30pm or 6.30pm - 7pm

Our residents are our first priority to eat in the dining room and we feel we can expand our service on the shoulder times as not to affect the flow of service

Closing Remarks!

A special **thank you** for your
continued feedback.

Additional Questions?