



In partnership with



Transforming the Dining Experience!

April 5, 2012

Thursday, 9:00 a.m. - 3:00 p.m.

Landmark on the Sound

23660 Marine View Dr So.

Des Moines, WA

Presented by Cindy Heilman MS, DTR, and CEO of Higher Standards, LLC

- **Transforming Dining: Moving Toward Hospitality (a.m.)**
Learn how to create dining experiences that will help build resident satisfaction
Examine the knowledge, skills and attitudes necessary to nurture mealtime relationships
Evaluate and discuss your community's performance in staff education, communication and training
- **Setting the Meal: Changing the Attitude Around Server and Resident Relationships (p.m.)**
Learn ways to boost your staff's value to your company, their sense of job security and satisfaction
Explore your server's relationship to your residents and how that affects their dining experience
- **Product Showcase:** Taste new products that can upscale your dining program.
More than 25 food companies sharing new products and serving ideas. **(Lunch)**

Cindy Heilman has over 30 years of experience in enhancing hospitality and food service quality. She is creator of Kind Dining® Training that offers a unique program to provide you with skills that help improve your residents' overall dining experience. Cindy speaks, trains, and consults nationally on mealtime hospitality and raising service standards.

Who should attend: Food Service Directors; Registered Dietitians and Administrators

Registration Fee: \$95

Aging Services /HPSI Member: \$75

Fee includes: Materials, Lunch and 5 CEUs. Complimentary Parking

Please Invoice CC Check

Card # _____ Exp Date: _____ Name on Card _____

Mail Registration: Aging Services of WA * Attn: Cassi Meritt, 1495 Wilmington Drive, Ste 340, DuPont, WA 98327

Fax: (253) 964-8876

Name/Title _____ Community _____

Address _____ City, State, Zip _____

Phone _____ Email _____

Registration Questions? Contact Cassi at cmeritt@agingwa.org
Product Showcase Question? Contact Bev Davenport, RD, HPSI Purchasing Consultant,
Phone: (425)673-2395 or Email: bev@dpsionline.com