

Foodservice Management Research

What type of financial, operational, and client satisfaction data are CDM, CFPPs using; what is the source of the data (e.g. corporate, vendors, or self-generated); and what and how are decisions being made with the data?

What are the advantages/benefits and challenges/disadvantages/risks of cross training staff?

What is the best change management strategy for dining room operations or redesigning menus?

What are the costs and benefits related to the various styles of dining trends (e.g. financial parameters and client satisfaction)?

What is the impact of technology on managerial parameters, bottom line, and productivity?

What is the impact of hiring chefs on financial parameters and client satisfaction?

Impact of CDM, CFPPs on Health Outcomes

What is the impact of strict vs. liberal intake on health-related outcomes (e.g. nutritional intake, functional status, blood pressure control, diabetes control, other health outcomes)?

Are different dining services (e.g. hotel style, room service, dining room, buffet, plated meals, trayless delivery) related to overall quality of life measures for residents/clients?

Resident & Client Customer Satisfaction

Do meals consumed by residents in facilities with CDM, CFPPs have a higher nutritional quality than resident meals in facilities without CDM, CFPPs?

What factors (types of services, dining service, types of systems for planning residents' food orders) appear to relate to changes in resident/client satisfaction in various settings?

What are the best practices and tools for measuring and assessing resident/client satisfaction in various settings?

What is the best way to effectively add or incorporate unfamiliar foods and achieve acceptance by residents/clients?