



## **Nutrition and Foodservice Education Foundation Announces 2023 Foodservice Department of the Year Award**

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St. Charles, IL – The Nutrition and Foodservice Education Foundation (NFEF), the philanthropic arm of the Association of Nutrition & Foodservice Professionals (ANFP), has announced the recipient of the 2023 Foodservice Department of the Year Award.

The purpose of this award is to recognize and honor an entire team for innovative practices or excellence in foodservice management. Nominees are evaluated in the following four areas:

**Teamwork** – How well department staff members communicate, cooperate, and work together to make the department collectively greater than the sum of its multiple functions.

**Innovation** – How the department approaches day-to-day operations for internal customers that highlight and reinforces its importance to the organization.

**Customer service** – How the department’s operational activities directly and indirectly influence high-quality service. How the department contributes to the well-being of their clients, residents, or patients.

**Operational Contribution** – How specifically the department has contributed to the overall operation of the organization. (This could include financial operations, enhanced marketing efforts, staffing, surveys, etc.)

The foodservice department chosen to receive this prestigious award due to their contributions in the established areas of foodservice management is Sharon Towers at SouthPark located in Charlotte, North Carolina.

Sharon Towers at SouthPark has earned the NFEF’s 2023 Foodservice Department of the Year Award. Sharon Towers—located in Charlotte, N.C.—is a Life Plan Community offering independent living, assisted living, and skilled nursing care.

The culinary team at Sharon Towers is led by Culinary Director Chad Lauderbaugh and Executive Chef Brady Lutz, who work together to provide an excellent dining experience for their residents. Their culinary team upgraded its catering program to include seasonal offerings and personalized services to non-dining team members, welcomed 62 new residents with the opening of a new building, and operated an onsite grocery program. The grocery program is a pop-up grocery store and pharmacy for residents to minimize exposure going to stores. Under the direction of Lauderbaugh and Lutz, the culinary team has transitioned from a buffet-style service to a restaurant-style service, offering a la carte menu items, and worked together through training and recipe testing to make this transition successful.

The Sharon Towers team utilizes an operations communication report to stay organized and handle the day-to-day operations for all its customers. This report lists the objective, the action, the person responsible, and the status of the action. To maintain a unifying work environment, the team conducts “All Call” meetings, and starts each day with the SUPERB principle:

Stewardship

Unity

Purpose

Excellence in Service

Respect

Beauty

To cultivate a positive culture and community, the culinary team engages with residents during meal service and offers “pop-up” events that allow each one to socialize and come together as one family. This team has made an amazing impact on the entire organization, and is now opening a new bistro, club room, and dining room—with an expanded lounge.

The entire culinary team at Sharon Towers has exceeded the revenue budget because of the group’s collaborative efforts with residents and other departments, offering special tastings for potential residents and showcasing the chef’s culinary skills. This team takes great pride in stewarding their financial resources well.

### **About Sharon Towers at SouthPark**

Sharon Towers is a Life Plan Community (sometimes called a continuing care retirement community, or “CCRC”), offering independent living, assisted living and skilled nursing care. Founded in 1969 by Presbyterian leaders in Charlotte, the not-for-profit community is home to approximately 330 residents on a wooded, 28-acre campus on Sharon Road in the heart of SouthPark.

[About NFEF](#)

The Nutrition & Foodservice Education Foundation (NFEF) was originally founded in 1994, as the Dietary Managers Association (DMA) Foundation. It was re-configured as a part of the DMA's re-branding and name change to the Association of Nutrition & Foodservice Professionals (ANFP) in 2012. NFEF engages in innovative research, education, and charitable causes that promote the vital role of the Certified Dietary Manager as the expert in the profession of foodservice management and food safety. NFEF supports the goals of ANFP and works to strengthen the overall nutrition and foodservice profession. As ANFP's philanthropic arm, the Foundation is organized to advance the foodservice and nutrition profession to stay ahead of rapid change by fostering innovative thinking, cutting-edge research, and new ideas. The Foundation's highest priority is research and education for the future.

*About ANFP - ANFP is a national not-for-profit association established in 1960 that represents more than 14,000 professional members dedicated to the mission of providing optimum nutritional care through nutrition and foodservice management. ANFP members work in hospitals, long-term care facilities, correctional facilities, and other non-commercial food settings.*