

NEW TRAY SERVICE TIMES

Dear Casa de Flores Residents,

I wanted to provide everyone with some new changes to our tray services. These changes are the result of the great feedback that we have been receiving from many of our residents who participate in communicating with us regarding the overall dining experience. At Casa de Flores these improvements and changes reflect our resident's desire. I would like to encourage anyone who is interested in having input on these matters to join us for our new resident council meetings starting in March. Please watch for dates when the new March calendars are distributed.

I hope that you are all as excited as we are about the renovations that are soon to be starting. The first areas to see change will be in our dining rooms; new flooring, paint, window treatments and design, as well as new dining room furniture. In addition to these exciting changes we will be making some adjustments to improve the dining experience itself. It is our hope that by improving all these areas that we will also provide excellent dining services as well as encourage you to come and experience dining with us in the new dining rooms.

We understand that change can sometimes be inconvenient and I apologize in advance and ask for your patience during these times.

From this point on our room tray service will be handled after the dining room guests have been served. This will mean that if you choose to have your meals in room, for lunch you should be able to expect your tray delivered by 1:30PM and for dinner no later than 7:30PM.

We are also working on a new idea that would provide expanded hours of access to great food choices during more hours of the day, should you be hungry and we will be sharing that information as it develops.

Thank you for your patience and understanding during this transition. Please know that all these changes are our effort to provide the best products and services to all the residents of Casa de Flores.

Thank you,

Sherri Carrigan
Casa de Flores