

LET

# Unidine



CREATE MEMORABLE  
DINING AND HOSPITALITY  
EXPERIENCES FOR  
YOUR COMMUNITY

 **Unidine**  
LIFESTYLES



LET US

*introduce*

YOU TO

UNIDINE

*Lifestyles*

# Creating

MEMORABLE EXPERIENCES THROUGH ...

## Great Food

We don't just believe in good food. We believe in food that's good for you. All team members are required to sign our **Fresh Food Pledge** because we are committed to ensuring each one of our guests – no matter their lifestyle, dietary needs, preferences or level of care – has quality food they look forward to eating.

And, just as we require our food to be of the utmost quality, we expect the same from our team. The foundation of Unidine's quality assurance is our **Diamond Standards**, which comprehensively documents the operational standards, processes and best practices to ensure quality everywhere, every day. Through these strict standards and extensive training, we ensure the team is prepared to serve your residents memorable plates of food with an unmatched level of safety and attention to detail.



# Exceptional Service

Your community is your residents' home, and we want it to feel as such in each interaction. We have the privilege of serving your residents, and we want each moment to leave a positive impression that lasts longer than mealtime.



When you invite Unidine into your community, we don't act like just a service provider. Our hospitality model is about fitting into your culture, aligning with the community's vision and treating each person we meet like an old friend. You and your residents can count on us to provide the highest level of care and responsiveness.

An extension of our Diamond Standards, our Diamond Service philosophy incorporates the same commitment we have to fresh, from-scratch cooking to making everyday moments with our guests the best they can be. It's not just breakfast, lunch or dinner.

It's knowing how a resident takes their morning coffee or making a replica of their wedding cake on their anniversary. These are the details that turn customer service into Diamond Service.

# Leading

THE INDUSTRY WITH ...

## Sustainable Sourcing

### FRESH FOOD IS SUSTAINABLE FOOD.

It isn't canned, defrosted or shipped miles across the country. We've cultivated relationships with local growers and suppliers to get the freshest, most environmentally responsible ingredients not only for our clients' sake, but for the sake of the planet. These efforts – paired with programs for recycling, composting and even green building – result in better-tasting meals and help to dramatically reduce our carbon footprint, minimize waste and reduce costs.



# Innovation

Exceeding our clients' expectations is our mission, and with that comes an insatiable appetite for innovation. Innovation is about streamlining the process to provide the best experiences for not only residents, but front-facing and back-of-house team members.

Residents expect the same cutting-edge options they see out in restaurants inside their senior living communities, and Unidine meets this need with on-trend, signature programs like Hydrate for Health, OH SO GOOD and MemoryFare. Additionally, we rely on advanced technology to make sure your residents have the best dining options available through:



- **Design and Concept Branding**

Creating spaces for your residents, from memory care neighborhoods to high-end intra-community restaurants, our design experts can build dining venues from concept to service flow – bringing your vision to fruition.

- **Advancements in Technology**

**MyUSuite** – Our complete online dining management program, demonstrating our commitment to continuous innovation as we look for new ways to improve dining experiences through the seamless integration of technology and culinary.



**DineRight** – Our tablet technology improves the flow of service for the residents, nursing and dining team members. Simply using a tablet that contains the pertinent dining-related resident information, team members can take menu orders at any time. These tablets automatically filter out menu items due to allergies and therapeutic diet restrictions, therefore reducing risk.

**ReadyFresh** – Giving everyone the ability to browse menus, customize orders, order in advance and select delivery or a desired pickup time. The best memories are made gathered around a plate – not waiting in line!

# Living

THE UNIDINE WAY ..

Unidine has earned numerous awards and recognition, including landing on Inc's 500/5000 list, Food Management's Top 50 Contract Management list and Ernst & Young's Entrepreneur of the Year award for our founder and CEO, Richard Schenkel. While each of these shows a level of experience and expertise in the field, it is the testimonials from people we interact with each day that truly speak to our high caliber.

“The Unidine team wants you and everyone else to be happy. Every day, everybody welcomes you when you walk in the door to the restaurant.”

– *Independent Living Resident*  
CCRC



**I am happy I can  
order special things  
once in a while when  
I am in the mood.**

– *Long-Term  
Care Resident*  
Guilderland,  
New York





I joined Unidine five years ago. I joined because of its values, which I strongly believe in.

– *Charlie W.*  
Chef Manager

“Part of the reason why we selected Unidine was their background and reputation in senior living, dining services and hospitality ... Our dining team gets to know our residents very well and to make those connections positive. In fact, many of our team members already know what our residents want [to eat] before they say what they want.”

– *Jessica Short*  
Executive Director of The Arlington of Naples



# Meet your regional business development team

## Gisela Bouvier

**Associate Director,  
Business Development**  
617-755-9465  
gbouvier@unidine.com



*...because food  
should be a  
memorable  
experience...*

Gisela has been a Registered Dietitian for over 10 years. She has extensive experience working in geriatric nutrition, including with several of our current Unidine senior living community partners. Gisela has a passion for making nourishment a sensory and memorable experience throughout the lifespan and that wellness is a key element to everything that we do.

Gisela holds her bachelor's degree from Florida International University and an MBA from Saint Leo University.



## Rob Garapola

**Director, Business  
Development**

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*...proud of  
our team and  
the difference  
we make...*

Rob has 30+ years of business development experience working in the healthcare and senior living industry – he joined the Unidine team in 2013. After 5 years working in its Healthcare division, Rob transferred to our senior living team where he has rapidly experienced the undeniable linkage between superior dining services and resident satisfaction. Rob has a keen interest in developing customized solutions that will suit the business requirements of our partner-clients.

Thank you for giving us the chance to show you a little of what makes Unidine so special in the senior living marketplace. We look forward to hearing from you soon so we can discuss how to create a memorable dining experience that revolves around your residents' lives.



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and everyone else to be happy.”

– *Independent Living Resident*  
CCRC



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