

'A la Cart Customer Bulletin

January 2008

High Heat Disposables are Coming Soon!

Many of you have requested high heat disposable dishware over the years due to soaring labor costs, dishroom renovations, or a need for something in psychiatric units or isolation rooms. 'A la Cart will release our new high heat disposable entree plate and soup bowl in January or February of 2008. The plate is oval in shape, just like our china entree plate, so it will be used with the reusable cradle and insulated dome lid used for china. The bowl is round like our china bowl, so it will be used with the disposable lid and reusable bowl cradle currently used for china bowls.

If you are already using china dishware, it is an easy transition to the disposables-you simply replace the china plates and bowls with the disposable ones on the cradles. If you are currently using plastic dishes, you will need to procure a supply of cradles and lids to be used with the disposables. Any of the reusable pieces may be removed from the patient tray prior to delivery if either security or communicable disease are the motivating factors behind using the disposable dishware.

The following is a list of the dishware supplies you may need to procure. Call Melanie with any additional questions.:

Disposable Entree Dish	#90811-1	\$0.099 ea.-cs. count TBA
Disposable Soup Bowl	#90812-1	\$0.085 ea.-cs. count TBA
Disposable Soup Bowl Lid	#90662-3	\$60.00/cs. of 1000
Entree Cradle	#90687-2	\$135.00/cs. of 36
Soup Cradle	#90688-2	\$60.00/cs. of 24
Insulated Covers	#90689-2	\$648.00/cs. of 48

On-Line Ordering

Now that the on-line ordering system is up and going, we are trying to get all of our customers converted to it. **All purchase orders should be submitted through the online ordering system beginning January 21, 2008!!**

Instructions for ordering on-line:

1. Log onto www.alacartinc.com
2. To start "Click to Enter" on one of the blocks
3. Click on "Order Accessories", listed in the blue area at the top of the page
4. Enter the quantities desired for the items you are ordering, and proceed to the bottom of the page.
5. Fill out the customer information at the end completely, and then click on "Submit" to send your order.
7. We will respond with a confirmation e-mail that your order has been processed. Please pass this information along to your purchasing department. If you have any questions, contact Melanie Richardson at mrichardson@alacartinc.com or call 800-762-2278 ext. 107.

Customer Appreciation

We would like to occasionally feature some of our long-time customers who have been both loyal 'A la Cart users as well as strong managers focused on excellent patient care. Foote Memorial Hospital is such a facility. Mark Denato is the Director of Food Service, and Debra Weaver is the Nutrition Services Manager at this 250 bed hospital in Jackson, Michigan. Foote converted from a conventional to a cook-chill operation and implemented 'A la Cart System I in October of 1996. At the time, they needed to save on labor costs and improve hot and cold food temperatures. The new system accomplished both goals. Cook-chill production, some of which they had already begun, allowed them to produce a more consistent product, and meal times became more predictable with advanced traylines.

Since then, they have upgraded to the System II technology, and integrated the Central Management Control System (CMCS.) CMCS enabled them to view a history of fault information, check for early undocking, easily synchronize and program times and automatically check for equipment issues at each meal. When they first started, they had decentralized retherm pantries, but have since consolidated the retherm function in the kitchen.

Aside from their 'A la Cart improvements, the food service department relieved the nursing department of tray passing duties so that nursing could perform more clinical functions. They hired dietary aides to focus on patient care, going into each patient room to get meal preferences with a CBORD "spoken menu." This increased contact from food service staff has helped with customer awareness and patient satisfaction.

Foote incorporated a "room service" concept for their Joint Replacement Center and for the new moms in Maternity. To that end, they have purchased the new **Dual Temp 120** cart from 'A la Cart to serve those floors conventionally and have trays available on demand. This should improve the food quality and temperature maintenance over the pellet system they have been using for these conventional trays. Keep up the good work Debra and Mark!

Holiday Schedule

Happy New Year everyone! The 'A la Cart office will be closed on March 21st for Good Friday.

'A la Cart, Inc.

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