

# 'A la Cart Customer Bulletin

February 2009

## The Right Time for DualTemp 120

Our Conventional Tray System, DualTemp 120 has become a hot ticket item for 'A la Cart as facilities across the country are discovering the many applications for which it is ideal. There isn't a cart on the market that serves a comparable purpose that maintains heat more gently or effectively, and requires only a 120V, single phase outlet! The hold time exceeds any pellet/heated base or induction system, while maintaining holding temperatures and food quality. The system is the perfect solution for conventional operations and Nursing Facilities who are looking to solve their hot and cold temperature maintenance issues.

If you are an existing DualTemp user and would like a copy of our **10 Steps for Success for DualTemp 120**, please e-mail your request to [acollins@alacartinc.com](mailto:acollins@alacartinc.com). We have shared this resource with facilities that have implemented in the last 4 months, but older customers may not have this newly developed guide.

## Recipe Swap

Many facilities have made requests over the years for recipes from other facilities, but few have offered up recipes of their own to share! Thanks to **Rhode Island Hospital** who is generously kicking off the recipe swap with a popular soup from both the patient and cafeteria menus.



*Italian Wedding Soup*  
100 Servings

- 1 3/4 lbs diced celery
- 1 3/4 lbs diced onion
- 2 1/2 lbs diced carrots
- 3 1/2 lbs diced chicken, natural proportion
- 3 1/2 lbs mini Italian meatballs
- 5 gallons water
- 10 oz. chicken base
- 1 tsp. white pepper
- 2 tsp poultry seasoning
  
- 3/4 lb. uncooked orzo
- 1 3/4 lbs. fresh escarole

Place all of first batch of ingredients in stockpot or steam kettle and simmer for 1 hour. Add orzo and escarole and continue cooking 15 minutes longer. Adjust seasoning with salt, pepper or other spices as needed.

Rhode Island Hospital has requested recipes for Mexican/Hispanic themed menu items. Any offerings?! Send them in to [acollins@alacartinc.com](mailto:acollins@alacartinc.com) and we'll include in the next newsletter!

## Share Your Success Story

We at 'A la Cart recognize trends to personalize food service as an effort to improve patient satisfaction, and are able to work with facilities to accommodate a multitude of options. We also realize that with the economy restrictions, labor and food cost issues are still a reality, and cook-chill technology is still a great way to address cost issues. There is an article being researched and written that will feature the benefits of cook-chill and 'A la Cart. The article will come out this summer in one or more food service publications. If you would like to share your success story as part of that article so your facility may be mentioned, please share your story with us! How has cook-chill and 'A la Cart benefited your operation, cost containment, food quality, etc.? We want to hear from you!

## Technical Support

Some 'A la Cart customers have a service contract with us, and some have a contract company or facility technician perform maintenance and repairs on the equipment. If your facility has a service contract with us, then all service is scheduled through our main office in Charlotte, NC. Several pieces of information are useful in helping our technical staff determine the urgency of and nature of the issue you are dealing with. The more information that you can provide, the more quickly you may have your equipment issues resolved. Here are some useful questions to know the answers to:

### System II:

#### Questions:

What is the cart # and chiller #?

What is the Error Message? (Check on CMCS or on display panel in error log under "Factory Parameters.")

If heater failure, have you cleared the fault and re-docked the cart to rule out docking error?

If heater failure reoccurs with redocking, have you tried docking same cart on different chiller and different cart on same chiller to distinguish between cart and chiller as the problem?

If **Fatal Error**, have you checked room temperature, and docking alignment?

For a complete guide to System II error messages and trouble shooting guide, send request to [acollins@alacartinc.com](mailto:acollins@alacartinc.com).

### DualTemp:

No current accounts have service contracts with 'A la Cart, but we are still available for consultation should you need to troubleshoot or determine a part that may be needed.

#### Questions:

Are you using a dedicated 120 outlet for each DualTemp unit?

Are you pre-heating and pre-chilling cart prior to loading trays?

Are you plugging in cart in at point of service for a minimum of 30 minutes prior to service?

## Convection Serving Cart or Multitech Banquet Cart

For both the Convection Serving Cart (CSC) and the Multitech Banquet Cart (MT), you may get an error message that says "Power failed during chill more than 90 min. Food may be ruined."

### Questions:

Did you have the cart unplugged prior to first use or for several hours? If so, open and close the cart door(s) to clear the fault.

(For MT) If heater failure, are shelves pushed all the way in at the start of the retherm cycle?

For a review of general "best practices" with *Dual Temp 120, Convection Serving Cart*, or the *Multitech Banquet Cart*, you may request the *'A la Cart' 10 Steps for Success*" specific to each piece of equipment via e-mail to [acollins@alacartinc.com](mailto:acollins@alacartinc.com).

Regardless of the status of your warranty, or if an *'A la Cart'* technician performs the actual service to your equipment, our qualified Technical Support Manager, Terry Smith, will speak with your technical staff to assist with troubleshooting equipment. He may be reached at 800-762-2278 ext. 106.

### Daylight Savings

Daylight Savings Time changes on March 8th at 2:00 AM. Most programmable *'A la Cart'* equipment changes automatically, but if your equipment is older and software was never upgraded, don't forget to change the time after the supper meal on Sunday!

### Get the Most From CMCS

There is so much available information from CMCS, that it can be confusing which information to track. We recommend the following guidelines:

All reports are created as Excel documents and may be saved for future reference. Create a folder on your desktop or on a removable drive for your reports.

**Error Log-** Run a "global" (all chillers) version of this report on the first day of the month for the time frame "last month" so you can get a full month of reporting. Save it as "Error-Feb-2009" or using whatever label will be meaningful to you for the specified time frame. You can compare months over time to see if you are troubleshooting equipment properly.

**Interruption Report-** Run a "global" version of this report on the first day of the month for "last month" as above. Save it as "Interruption-Feb-2009" or whatever label you prefer. This report tracks how often employees undock carts early (prior to the end of the retherm cycle,) and will allow you to note improvements in this area over time.

**Hold Time Report-** This report collects a large amount of data, since almost every cart will spend some time in the hold cycle for some period of time. For that reason, it is best to specify one day you wish to focus on, and run a "global" report for that day. If a particular unit indicates excessive holding time, you can go back out, select that chiller, and run a "local" report for a longer time frame to see if it is a trend or a one time occurrence. There is generally no need to store Hold Time reports longterm unless you are trying to track improvement on a particular unit.

**Input Air Temp Report-** This report can give you a status reading on any chiller every 5 minutes from the time a cart is docked until the time a cart is undocked. It is more valuable for that reason than for the fact that it also happens to provide the input air temperature. It will indicate the time and if the chiller is chilling, retherming holding, or a cart is being docked or undocked. It can be used to validate information on both the Interruption Report and the Hold Time Report.

We have had requests for a review of the maintenance information for the CMCS computer. We have found that most facilities do not have their CMCS computer on any kind of preventive maintenance like they may with the other computers in the department. It therefore falls upon a point person in each department to do some basic computer maintenance to minimize issues. We recommend that a "Disk Cleanup" be conducted weekly, and a "Disk Defragmenter" be conducted every 2 months. This keeps the computer working efficiently.

### How to Use Disk Cleanup:

Select the "Start" button. Go to "All Programs" or "Programs" (depending on the windows version) and then select "Accessories." From that menu, select "System Tools" and find "Disk Cleanup" and select it. Once the program opens, make sure all boxes are checked and then hit "OK.. It will ask you if you are sure you want to perform these actions. Select "Yes," and let it run and it will close on its own in a couple of minutes when the Disk Cleanup is completed.

### How to Use Disk Defragmenter:

Select the "Start" button. Go to "All Programs" or "Programs" (depending on the windows version) and then select "Accessories." From that menu, select "System Tools" and find "Disk Defragmenter" and select it.. Once the program opens, select "analyze." This may take some time. Eventually, a window will pop up and say whether or not defragmenting is recommended. If it says, "You should defragment this volume., then select "defragment." The defragmenting process can take anywhere from a couple of minutes to a couple of hours.

### 2009 Holidays

Each quarter we will remind you which holidays our office will be closed, but here are the holiday closing dates for the year:

May 25	Memorial Day
July 3	Independence Day
Sept. 7	Labor Day
Nov. 26 & 27	Thanksgiving
Dec. 24 & 25	Christmas

Keep these dates in mind when you are placing orders, as no orders will be processed or shipped on these dates.

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