

# 'A la Cart Customer Bulletin

April 2008

## Who Should You Call?

Sometimes things come up for which you need to contact us at 'A la Cart, Inc. Maybe you have an equipment concern or a question about a billing invoice. You are perhaps best acquainted with your Project Coordinator or Sale's person and so you call them to answer your question. They are always happy to hear from you, but since they have specific areas of responsibility, they may have to refer you back to a technician, or to some other person within the company. In an attempt to demystify the communication process, we are providing some guidelines to consider to expedite your support when you need us.

**Regional Sales Manager-** Whenever you have a need to discuss the expansion of your equipment needs due to a new floor opening, or a new type of service, your sales person can help you determine what kind, and in what quantity you may need it. **Shawn Stanchfield** (West), **Karen Stankye** (Midwest, East) or **Kendra Handlon** (South) can discuss operational options such as bulk vs. trayed systems, room service, or satelliting, and determine exactly what is required to meet your needs. They can then prepare any price quotes if one is requested.

**Technical Services-** **Doug Burnley** and **Terry Smith** are the ones that you should call if your CMCS computer is doing something unusual, if something under warranty needs to be repaired, or if you need other technical/equipment related assistance. When a piece of equipment requires troubleshooting for a more complex issue, Doug and Terry prefer to speak directly with a repair technician, as this helps expedite the repair process. Whenever a facility starts on the 'A la Cart System, training is provided on-site. However, as equipment ages, issues may become more complicated and require more troubleshooting. We expect to have an on-going relationship supporting our customers and providing information and guidance. Call 800-762-2278 ext. 121 (Doug) or ext. 106 (Terry.) We try to schedule field work such that at least one of them is in the office at all times.

**Project Coordinator (PC)-** You may have questions about your food temperatures, work flow, or need a training handout. Maybe you need to reset your heater parameters after a processor board was changed out and you can't recall your settings. Perhaps you want to strategize ways to improve patient satisfaction or you need to incorporate 6 new floors into your meal service operation. Occasionally you may have significant turnover in management and you would like to request training or other guidance. These are things your PC can assist you with. You probably have your PC on speed dial, but just in case, **JoAnn Stock** (West) can be reached at 925-686-2616 and **Amy Collins** (Midwest and East) at 216-739-1930.

**Customer Service-** If you have an issue with dishware, need to know the availability of supplies for overnight shipping, need to return an item, or figure out how to use our on-line ordering system, **Melanie Richardson** is the one you want to speak with! Melanie also oversees the technical staff. If you have any issue that you have brought to our attention, and do not feel it has been addressed in an appropriate or timely manner, Melanie will follow-up on your concern and help you resolve the matter. We know how important it is to take care of our customers, so we created the position of Director of Customer Service at the beginning of the year. Most of you already know how conscientious and customer oriented Melanie is. She can be reached at 800-762-

2278 ext. 107 or [mrichardson@alacartinc.com](mailto:mrichardson@alacartinc.com). If you have billing questions, contact our Controller, Laura Freeman, at 1-800-762-2278 ext. 120.

We are all happy to help you in whatever way we can, but you can save valuable time by directing your inquiries to the person best suited to your needs. You can also obtain product information and place product orders at [www.alacartinc.com](http://www.alacartinc.com).

## Join Us for Lunch!

'A la Cart, Inc. will be attending ASHFSA at the Flamingo Hotel in Las Vegas June 8-11, 2008! We will be featuring our 10-tray Dual Temp 120 Cart and our Convection Bulk Serving Cart. We hope you will be our guest for lunch on Tuesday June 10<sup>th</sup> during the Vendor Workshop Luncheons. Attendance is limited to the first 50 people who reserve a spot! Please RSVP to us at 800-762-2278 ext 107 or e-mail [mrichardson@alacartinc.com](mailto:mrichardson@alacartinc.com).

## Holiday

The 'A la Cart office will be closed on May 26<sup>th</sup> and July 4<sup>th</sup>. Stock up on your patriotic traymats for Memorial Day, and Independence Day now! The item # is 90668-1 for 1000/cs. Order them on-line!

## Egg Temperatures

Most rethermed foods need to achieve 165° to be considered safe because they are being "reheated." According to cook-chill experts in NYC, a review of the food safety codes reveals that some egg products typically used in hospital food service are an exception. Pasteurized eggs may be heated to 145°, unless they are "leftover." If the product is a boil-in-the-bag product prepared as scrambled eggs and the reduced oxygen packaging is not opened until it is served, then it is considered a first time use and not a leftover. A processed egg patty straight from the freezer, is also considered a first time use product. These allowances are made because of the careful handling by the manufacturer of these items that minimizes the risk of foodborne illness. This is great news for some of you who would like to turn down the intensity of your breakfast entree plate to avoid sticking!

## Disposables Update

We know many of you are waiting with eager anticipation for the availability of our new line of disposable dishware. Our first account using 100% disposables will be starting up in late May, and they will be available to everyone else soon thereafter. We have been doing extensive testing on the disposable dishware in our main office and have been very excited about the results! Food doesn't stick, and looks great. The plates and bowls are very attractive. Accounts who use the disposable dishes will have to make some adjustments to their heater intensity settings. 'A la Cart will provide new standards for facilities using 100% disposables versus a mix of disposable and plastic dishware. We have not yet successfully blended china and disposable dishware. An 'A la Cart Project Coordinator or other representative will coach individual accounts on necessary parameter changes when a purchase of disposables is made. Stay tuned!

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