

'A la Cart Customer Bulletin

August 2008

Technically Speaking

Last month kicked off the first issue of "Tech Talk", a new e-mail initiative from our Technical Services department to enhance communication with technical servicers at each facility, and those who interface with them. We are trying to compile a list of technical service contacts from each facility. Please help us to make sure that this information reaches the best audience by forwarding to us the key engineering, maintenance or even contracted service technician names and e-mail addresses to mrichardson@alacartinc.com.

The following information was in the first issue:

Ambient Room Temperature

What is ambient room temperature? It is the temperature of the air in the room or area where the 'A la Cart controller/chillers are located. The normal ambient room temperature should be in the range of 74° F +/- 5°.

How does the ambient room temperature effect your 'A la Cart equipment? Ambient room temperatures higher than the recommended 74° F +/- 5° will greatly increase the number of high temperature faults (return air and input air failures) and cause component failure with the 'A la Cart controller/chillers. This will also reduce the life of the compressors.

What do you need to do? Check the temperature of the output from the air conditioning/handling units and compare it to the ambient room temperature. The difference should be greater than 15°F if the unit is working efficiently. If the temperatures are out of range, the air handling equipment may not be working efficiently. You may need to have your air conditioning unit serviced.

If you have further questions or need assistance please call 'A la Cart's technicians at 800-762-2278 for Doug at ext. 121 or Terry at ext. 106.

Hot Springs!

'A la Cart, Inc. will be attending the HFM (Healthcare Food Service Management) Conference in Hot Springs, VA on Sept. 15th-19th this year at the Homestead Resort. We will be featuring our 10-tray Dual Temp 120 Cart and our Convection Bulk Serving Cart. Please let us know if you plan to attend so we can connect while we are there! call us at 800-762-2278 ext 107 or e-mail mrichardson@alacartinc.com.

Creative Solutions

We have been featuring our DualTemp120 10 and 20-Tray carts recently, which are conventional tray delivery systems. One of our facilities has really put it to creative use! Typically food is plated from a hot trayline, placed onto individual trays, and loaded onto the DualTemp120 cart which keeps the hot food hot and cold food cold without degrading food quality for up to 2 or more hours. At Levine Children's Hospital in Charlotte, NC, they are using DualTemp a little differently. On one side of the cart they place various hot breakfast items in 2 1/2 inch half pans on the hot side, and milks, juices and other cold items on the cold side of the cart. On the other side of the cart they put their trays, plates and such. Then they go to each patient room and take breakfast orders from the children, and portion it right there at the point of service. This allows them to serve breakfast "to order" and has been very successful in addressing the needs of this pediatric population.

Product Innovations

'A la Cart was delighted to be featured in both *Food Service Director* and the *Food Management Supplement* this summer in an article about product innovations. The article described DualTemp 120 as a "wish come true." Our DualTemp 120 was implemented at St. John Mercy Medical Center in St. Louis, Missouri a year ago to improve patient meals at this 970-bed hospital. They had been looking for a system since 2003 that could run on 120V current, and keep food hot and cold. They use 20 DualTemp120 carts to serve about half their population, and use room service for the other half. Chef Campione has been pleased with the system's ability to hold food hot for 2-3 hours without drying out, and has been able to expand his menu to include items such as turkey steak, salmon, and sirloin steak. Nursing loves the system because if they are busy, they do not have to serve trays right away. The cart can remain plugged in holding the foods at proper temperatures until they are ready. This has allowed them to cut down on late trays by 25-30%. If you would like a copy of the complete article and have already discarded your issue of the publications, please e-mail mrichardson@alacartinc.com or call 800-762-2278 ext 107.

Chicago Conference

This year's ADA Food & Nutrition Conference and Expo will be held in Chicago, IL October 25th-28th. 'A la Cart will be participating in the Expo. We will be at booth #814.

Holiday

The 'A la Cart office will be closed for Labor Day on Monday Sept. 1st. Please take this into account when you place your supply orders.

Disposables

Many of you have been eagerly requesting information about the availability of our new line of disposable entree plates and soup bowls. We had great success with our first 100% disposable dishware facility which implemented in June. The hospital converted from another company's well-aged retherm system, to 'A la Cart's System II with disposable dishware. The patients have been delighted with the new tray appearance and excellent food temperatures.

Our disposable dishware is now available for limited use. At this point, **customers may not combine disposable dishware on the same cart with either plastic or china dishware** which require higher heater intensity settings that may distort the material the dish is made out of. An 'A la Cart Project Coordinator will work with each client who wishes to introduce the disposable dishware on carts using 100% disposables to insure the proper, lower, heater intensity settings are used. This application works well for behavioral health floors or late trays. If it is desired for use for isolation trays, those trays may be combined on one cart, and the cart may be held, and trays removed as needed, for those particular patients. The dishware works beautifully even with extended hold times without food either burning or sticking, so it is ideal for late trays where trays may be held for a prolonged period of time. The dishes must be seated in the cradles used with china dishware, and covered with the oval entree lid also used for china. If you do not already have them, these items will need to be purchased.

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