

To: Residents
From: Lloyd Theiss and Dan Fernandes
Date: April 30, 2019
Re: Seating in the Oneida Room



ENJOY LIFE.

This memo will serve as a follow-up to information presented at the Resident Meeting on April 29th regarding a new seating plan for the main dining rooms.

In an ongoing effort to improve your dining experience at The Highlands, and to help all members of our Dining Team better coordinate the pacing of the dinner meal, the maître d' will seat 20 residents at a time every 20 minutes starting at 5:00 p.m. thru 6:40 p.m. **This will go into effect on Monday, May 6, 2019.**

The following parameters are designed to improve efficiencies and effectiveness.

- Seating times will be: 5:00; 5:20; 5:40; 6:00; 6:20; 6:40.
- If you would like to reserve a specific time (any size party), call **641-6374**. Otherwise you will be seated on a first come, first served basis.
- If you are not there at your reserved time, your table will be given to someone else and you will be offered seating at the next available time.
- As always, you must make a reservation for parties of 5 or more.
- Your party will be seated when everyone has arrived in the art gallery area outside the Oneida Room.
- We are pleased to offer seating in the Community Center, with the evening news playing on the big screen, while you are waiting for your table.
- If you are accustomed to dining at the same time every night, we will do our best to accommodate you on a routine basis. However, please understand that there may be times when you do not get the table or time of your choice.

Thank you in advance for your flexibility, cooperation, and understanding. We are confident that this little change will result in big improvements!

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