



SERVING EXCELLENCE

From Scratch

 **unidine®**

about us

From our made from scratch menus to our exceptional service, Unidine offers patient care and dining solutions unlike any other in our industry. We are a different kind of food and dining management company built to align with you and your healthcare facility.

It all started with our founder, president and CEO, Richard B. Schenkel. From his years of experience in dining and hospitality, Richard understood the importance of creating exceptional customer experiences. He wanted to fill a critical need for customized services, centered on fresh from scratch cooking and service excellence. Unidine is the realization of that pioneering vision.

Since our founding, Unidine has experienced consistent year-over-year growth, establishing us as one of the fastest-growing dining management companies in the United States. We proudly serve prestigious hospitals, senior living communities, behavioral health facilities and corporations across the country. We are backed by the stability and resources of a large company, but we operate with the attention to detail, nimbleness, care and attentiveness of a small company – the best of both worlds.





our difference

OUR CULTURE

Unidine is a founder-led and close-knit company with a passion for fresh from scratch food, service excellence and team member development.

OUR FRESH FOOD PLEDGE

We pride ourselves on our companywide commitment to scratch-made, locally and responsibly sourced, and healthful food.

OUR APPROACH

We design custom solutions to meet your unique needs, support your brand and make the most of your investment in dining.



The Patient Experience

Our approach encompasses multiple dining systems and caters to each specialized patient population in an appropriate service style that supports their respective nutritional needs.

- > **Dietitian integration:** Strong collaboration and communication between dietitians and culinarians promotes a culture of nutrition, health and wellness
- > **Patient satisfaction:** Our Guest Service Representatives support our in-room dining model, guiding patients through the order experience and helping them feel in control of their meals
- > **MyDine®:** Tablet-based ordering that ensures proper accommodation of dietary restrictions and preferences
- > **Menu options:** De-institutionalized, retail-oriented meals, including our expanded variety of cook-to-order healthy choices
- > **Service Excellence:** Hot and fresh meals promptly served room service-style



The Retail Experience

We create inviting café experiences where families, staff and guests can refresh and recharge. Our vision for café dining incorporates:

- > **Sustainability:** Local, seasonal produce and products drive our menus. At many of our locations, we establish and maintain on-site vegetable and herb gardens.
- > **Health and Wellness:** Healthy choices are available in abundance throughout our menus and are indicated clearly through our retail signage.
- > **Community:** We promote and execute farmers markets, senior supper programs, culinary education classes and chef demonstrations.
- > **Visible and Responsive Leadership:** Our supervisors understand the pulse of busy retail operations and ensure our offerings consistently meet guest expectations, especially during peak times.

ACHIEVING OUR SHARED GOALS

Higher rates of satisfaction

Patient care and recovery

Improved population health

Healthier dining choices at your hospital





All team members sign the Fresh Food Pledge as part of our commitment to our clients and guests. Our pledge is the Unidine standard. Modifications requested by our client partners are reviewed on a case-by-case basis.





F

From scratch

R

Responsibly
sourced

E

Environmentally
conscious

S

Seasonal and local

H

Healthful offerings

From scratch

- > Entrees, soups, gravies, salad dressings, potato dishes and baked goods are prepared in-house using fresh ingredients
- > Fresh herbs, spices and seasonings enhance flavors and reduce salt and sugar
- > Deli meats such as beef, turkey and chicken are roasted and prepared in-house
- > Always fresh burgers and freshly prepared mashed potatoes
- > Homemade whipped toppings
- > Always fresh produce (except corn when not in season, peas, pearl onions and lima beans)

Responsibly sourced

- > We use only USDA-inspected beef, lamb, pork, veal, turkey, chicken or poultry
- > Dairy products are from rBST growth hormone-free cows
- > Our meats are free from growth hormones and antibiotics and do not contain fillers
- > Always cage-free eggs
- > We use only sustainable seafood approved by Monterey Bay Aquarium Seafood Watch®

Environmentally conscious

- > We are committed to operating procedures that reduce the use of paper and disposable products
- > We support our clients' recycling and composting programs
- > We plant and maintain on-site gardens for fresh vegetables and herbs wherever feasible

Seasonal and local

- > Menus emphasize locally and regionally sourced products and ingredients
- > Where available we use locally sourced, sustainable seafood
- > Menus reflect seasonal fruits, vegetables and other ingredients

Healthful offerings

- > Healthful and vegetarian options are abundant throughout our menus
- > We use only trans fat-free cooking oils and fats in our kitchens
- > We offer fruit/vegetable-infused, sugar-free and reduced calorie beverage options
- > We provide nutritional data for menu offerings
- > No artificial colors or flavors



signature programs

Our signature programs were born out of our commitment to fresh thinking and our desire to bring original solutions to our client partnerships.



Daily productivity is best fueled by food that is both great-tasting and rich in nutrients. That's where our OH SO GOOD program comes in.

OH SO GOOD, our proprietary brand for healthy dining, includes kitchen-tested recipes made with fresh, wholesome ingredients. Earning the distinction of OH SO GOOD requires fulfilling strict nutritional guidelines that help maintain the quality and culinary integrity of the program.

OH SO GOOD menu items' nutritional content includes:

- > High in fiber, vitamins and minerals from whole, unprocessed sources.
- > Only lean animal, seafood or vegetarian protein.
- > A minimum of one serving of vegetables and/or fruit.
- > Health-promoting, unsaturated fat sources only.
- > Herbs and spices for seasoning versus salt and other high-sodium seasonings to decrease overall sodium content.
- > Health-promoting culinary techniques only – frying is not permitted.



BUILD A BETTER

Build A Better is an OH SO GOOD-inspired program that helps guide customers in building healthier meals. Accompanying signage walks the customer through steps to choose and incorporate healthier ingredients that are low in calories and sodium, and high in fiber and good fats.

Hydrate for Health™

Hydrate for Health is a program featuring visually appealing displays of water infused with fresh fruit, vegetables or herbs. Positioned strategically throughout your facilities, employees can easily enjoy a tasty, refreshing alternative to sugary sodas and juices. We currently offer over 50 exciting infusion recipes.

Fresh&Good™

Sometimes your guests need an easy grab-and-go meal option. With Fresh & Good, guests get just that, without any compromise on food quality. All Fresh & Good items are packaged fresh and contain no chemicals or additives. They are produced using the same ingredients, production processes and chef teams that create our full-service dining options. We're not talking just sandwiches and salads either – you can even grab one of our full-service menu options for a complete meal on the go.

FRESH BRU®

Whether you're starting your day or keeping it going, our coffee program, Fresh BRU, is designed to create a high-quality, reliable cup of coffee that is guaranteed to satisfy even the most demanding coffee connoisseur.

Refreshed every hour and placed in easily accessible locations, Fresh BRU features a full complement of flavored syrups for added variety. Fresh BRU also features an expanded selection of caffeinated and decaffeinated teas.

FreshBitesSM

Combining both art and science, Fresh Bites is an approach that supports the nutritional needs of patients who have challenges feeding themselves. Utensils may become harder to use for some patients depending on their age and/or condition. Fresh bites allow patients to be more independent during meal time by using their fingers to pick up nutritionally dense bite-sized foods. Typical “finger foods” are limited in variety, color and nutritional adequacy. Fresh Bites can be eaten without the need for cutlery and hold their form when picked up while also following seasonal and local preferences. Meals are presented using creative vessels that are visually appealing and enticing to patients.

Allowing patients to be as independent as possible and offering creative, well-balanced fresh foods during mealtime can improve their nutritional intake and sense of dignity.

FreshBenefitsSM

Our culinary and clinical nutrition teams have developed an array of recipes consisting of super smoothies, enriched snacks and fortified foods that are prepared with fresh ingredients to replace commercial supplements used in many healthcare organizations.

Healthy eating habits start with meals that are visually appealing and delicious. Fresh Benefits delivers high-quality, nutrition-packed foods that promote physical health and mental well-being, while positively impacting unplanned weight loss.

Easy management

As Fresh Benefits uses regularly prepared meals that follow our Fresh Food Pledge, dining services can easily and expertly manage the program, freeing valuable nursing resources to focus on your patients' needs.



hydrate
FOR HEALTH

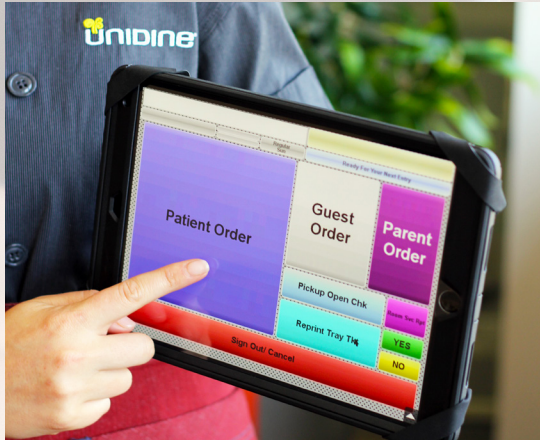
strawberry

all sizes 1.79

add to a grill or deli lunch purchase .99

free with Chef's Table feature







Guest Service Representatives

Guest Service Representatives (GSR) have the exclusive role of providing your in-room dining guests with exceptional, personalized service. Each patient works with a single GSR who manages their nutritional requirements and dining experience.

As the single point of contact between the kitchen, dietitians, nursing staff and the patient, GSRs create a more seamless dining experience for each patient, while streamlining your healthcare facility's care delivery. The result is industry-leading service quality and patient satisfaction that will positively impact your facility's reputation for quality care.

MyDine®

Our patient-centered in-room dining program, MyDine combines a real-time service model with personalized attention. MyDine is not simply room service. It combines our unparalleled hospitality, personalized service and advanced dietary management solutions to deliver exceptional dining experiences to every patient.

Meals are made-to-order to maximize freshness and taste. All meals are delivered within 45 minutes, with extensive quality and dietary checks prior to being served.

*Exceptional Service.
Personalized Attention*







our people and service

Culture of Hospitality

We exceed expectations on a daily basis, and that takes more than just creating memorable plates of food. It's our unparalleled service excellence and hospitality that sets us apart. We recruit and develop top talent in the foodservice and management industry. From our frontline dining operations to our management teams, every member of our organization is dedicated to providing the highest level of hospitality possible. You are never more than a phone call away from one of the most accessible leadership teams in the industry, including our CEO.

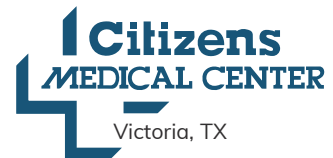
Service that Goes Above and Beyond.

Diamond ServiceSM is the cornerstone of our hospitality philosophy, which fosters and maintains an environment where exceptional customer service comes naturally in every interaction. Diamond Service provides team members with the tools and guidelines that empower them to create unique, memorable experiences for our customers.

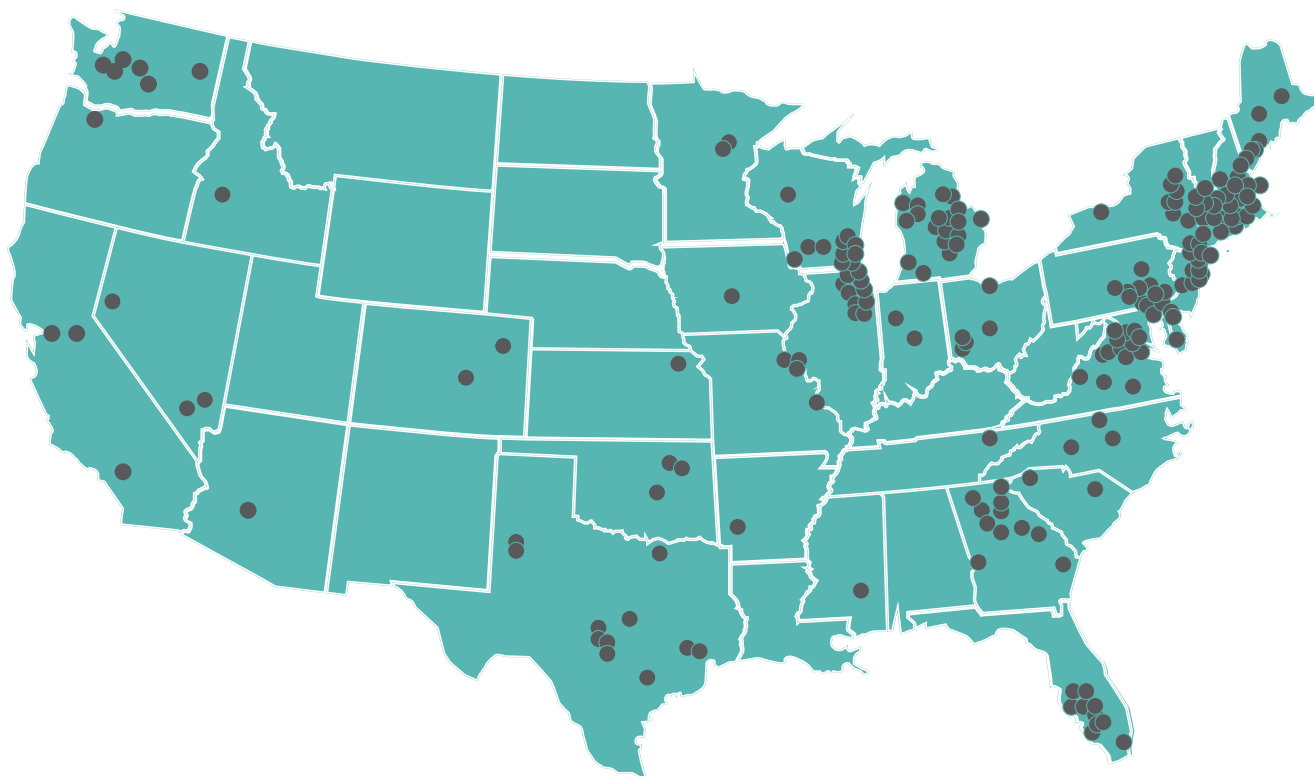
The principles, standard operating procedures and audits are routinely reinforced throughout our company. Our hospitality-centric company culture encourages each team member to adopt a service mindset in every interaction with every customer.



featured partnerships



unidine's national presence



We look
forward to
serving you

Unidine is the solution

Please contact us at
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