



Spectrum Retirement.

Denver, CO, USA.



Bringing a restaurant-centric experience to senior living.

Spectrum Retirement operates 41 retirement, assisted living and memory care communities with 8,000 residents across the United States. Spectrum embraces new growth and evolution to ensure it is always providing the best service and opportunities to residents and families, and food service is an important part of the equation.

In 2019, Spectrum embarked on an initiative to redefine the resident dining experience and update its kitchens, replacing single-use equipment with more versatile and sophisticated iCombi Pro and iVario Pro units from RATIONAL.

With RATIONAL in the kitchen, nothing is overcooked, almost nothing is held or prepared in advance, and everything is made from scratch.

"By bringing in RATIONAL equipment, we've been able to teach people a whole new way of cooking, preparing, and thinking about food, and that's been incredibly eye-opening for a lot of people."

Rachel Boynton, Regional Director of Food & Beverage



Industry:
Healthcare

Core business:
Nursing and residential care facilities

Location:
Denver, CO, USA





Creating dynamic dining experiences.

“Food service in senior dining is all about what's next,” says Rachel Boynton, Regional Director of Food & Beverage for Spectrum Retirement. “It's about creating multiple outlets. It's about bringing a restaurant-centric experience into senior living and creating something different than the old nursing home stigma.”

Spectrum is stepping away from conventional senior dining and smashing through walls to create dynamic restaurant spaces that are a central part of the community that people are excited to come to every day.

They offer residents a daily special along with an à la carte menu of about 25 different items at each meal.

“If somebody wants a piece of salmon, we're able to put it in the RATIONAL and have it ready in three or four minutes,” Boynton says. “I think that the ability to quickly and efficiently prepare à la carte meal service, as well as make really special whole meals simultaneously, is what's allowed us to move forward.”

Using RATIONAL equipment also changes the way kitchen staff is trained. “The unit does many processes, so we're training people more thoroughly to be more complete chefs.”

“Where we're going in senior dining is about changing the perception and taking away barriers. That applies not just to what we're offering on the menu, but also to the cooks. By bringing in RATIONAL equipment, we've been able to teach people a whole new way of cooking, preparing, and thinking about food, and that's been incredibly eye-opening for a lot of people.”



The challenge:

- › Redefine senior dining to offer a restaurant-centric experience with fresh food prepared to order.





Eliminating guesswork in the kitchen.

Michael Lewis, Spectrum Retirement Senior Director of Culinary Operations and Corporate Chef, creates and tests recipes and develops the 90-day menu cycles.

RATIONAL takes away all the variables that come with conventional cooking equipment, he points out. "There are no mistakes because once you dial in your temperature, everything is calibrated. The steam is the exact right temperature; the heat is exactly the right temperature."

Locations stay consistent using the same interface and programs via the ConnectedCooking app. The technology even allows recipes to be adjusted for high elevation versus locations at sea level.

"It used to take five or six tries to dial in a recipe using traditional equipment to account for variables in heat and performance," Chef Lewis says, "but just two or three with the RATIONAL. Writing recipes is also simplified, requiring just a few words to outline the cooking path to follow rather than a lengthy narrative."

RATIONAL technology has helped minimize the labor shortage by enabling one person to do multiple tasks at once that previously required two or three people. Another unexpected benefit? Less waste. "The waste factor using traditional equipment was usually anywhere from 2 to 5%. The waste factor with RATIONAL is about 1%. The shrinkage factor...the reduction in cooking times, all come into play and save the communities money," Chef Lewis says.

"I don't think we could be doing what we're doing, creating a restaurant revolution, and creating a restaurant feel for our residents, if we didn't have RATIONAL. The partnership is not just about the equipment; it's about the people and the support. It has transformed our kitchen."



The solution:

- > iCombi Pro
- > iVario



Small batches, more often.

Spectrum Retirement Senior Vice President of Food & Beverage David Neves oversees all aspects of resident dining including kitchen design, ensuring they have the right equipment for service and delivery across the country.

“It’s always fine-tuning what we’re going to do as markets continue to change, where demographics are changing, we’re opening in markets that we haven’t been in before. What does that mean to our menu programs, and how we deliver in each?” he asks. “We’ve been focused on changing how we do things, and that means full-service restaurants with full-service menus.” Timing is key, Neves notes: people want their food soon after they order it. Speed in execution was a key factor in ensuring RATIONAL was the right fit.

Neves worked alongside RATIONAL corporate chefs to demo the product and work through the Spectrum menus. RATIONAL chefs visited multiple locations to show how the technology could help them work more efficiently and improve timing while also increasing quality.

“Perhaps the key to dining success at Spectrum is the philosophy of preparing smaller batches more often,” Neves says. A subtle reminder is printed on the back of each chef’s hat: SMBO, small batches more often.

At every Spectrum meal, an average of 59% of residents order the daily special, so the kitchen can estimate how many à la carte items will need to be prepared to order.

“We’re cooking four and five and six portions at a time, and virtually eliminating waste,” he says. “Having something that could deliver that quickly – moist, tender, whatever the need of that special is – RATIONAL is absolutely perfect for that.”



Customer benefit:

- › iDensityControl: Intelligent climate management for optimal cooking.
- › ConnectedCooking: Digital kitchen management.
- › iCookingSuite: Intelligent cooking that learns from you.
- › iCareSystem: Automatic cleaning leaves units hygienically clean.





RATIONAL USA

1701 Golf Road
Suite C-120, Commecium
Rolling Meadows, IL 60008

Tel. 888-320-7274 (Toll Free)
Fax 847-755-9583

info@rational-online.us
rationalusa.com

21955 · V-01 · DP/spis-12/22 · en_US

