

Cayuga Medical Center
Ithaca, NY

*Food Facilities Designed by
Clevenger Frable LaVallee Inc.*

Partial Servery



project data Equipped Area: 2,300SF
FSE Cost: \$313,000
FSE Cost/SF: \$136

situation analysis The cafeteria and dining facility serving this 204 bed acute care, not-for-profit hospital was in need of extensive renovation. It had the following problems:

- Undersized serving area and dining space.
- Multiple lines so long the customers didn't know which line they were standing in.
- The servery equipment did not support current menu trends.
- Conflicting customer circulation patterns caused congestion.
- Participation was being limited during peak periods as a result of customer inconvenience and long waiting times.

the challenge The challenge was to improve the utilization of existing space. Limited amounts of additional space would be available to help satisfy project objectives. The revised layout would need to improve customer circulation patterns in order to accommodate increased customer counts while expanding menu program and the number of points of service.

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Project Profile Cayuga Medical Center

- solution**
- Expand dining space into existing courtyard
 - Create a scatter-type serving area with multiple points of service for improved customer convenience and speed of service.
 - Create a number of “grab & go” options to expedite service and increase customer output.
 - Improve soiled tray return and increase circulation space to minimize conflict with arriving customers.
 - Provide multiple beverage counters/ cashiers to speed service at peak periods.
 - Position “made to order” points of service to accommodate customer waiting times.

results Working closely with HOLT Architects of Ithaca, NY, we developed a plan that not only optimized the existing space but also offered an expanded menu program to significantly higher customer counts . The architectural finishes and lighting complemented the improved layout. The Owner's objectives for renovating the cafeteria and dining space were realized.

Partial Servery



*Millwork Facade at
Entrance to Servery*

