

**Children's Hospital**

Boston, MA

prepared by  
Clevenger Frable LaVallee Inc.

Servery Entrance



# Project Profile

**project data**

Patient Beds	225
Faculty Staff & Visitors	3,000
Total Area Renovated	16,000 SF
Total Project Cost	\$9.5 Million
Foodservice Equipment Cost	\$1.1 Million

**situation analysis**

The existing foodservice facilities were built in the 1960's on two separate levels. The image of the foodservice was not consistent with the hospital's mission statement for foodservice. Conventional systems were incapable of supporting required quality and service levels. The facility related limitations in the existing cafeteria prevented the operator from maximizing revenues here.

**the challenge**

In order to maximize retail sales the serving area would need to increase in size. The food and nutrition department was landlocked with no opportunity to increase the footprint of space. In order to succeed, the project would need to significantly improve the utilization of space in the kitchen area at the same time providing faster, fresher food for patient service.

**solution**

Speed and space efficiency were design prerequisites. The kitchen space would need to be relocated and fit into approximately two thirds of the area previously allocated. At the same time the capacity of the kitchen would need to increase to support approximately twice the volume of retail food. The key to the design solution would be to incorporate a space efficient, room service style patient food delivery program linked directly to the servery on one level.

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### project strategy

Prellwitz/Chilinski Associates and Clevenger Frable LaVallee, Inc. worked through a phase renovation plan that included the following major features:

- ⊗ A room service production and assembly area that relies heavily on advanced food production and speed oven technology. A well organized layout keeps food and equipment close at hand.
- ⊗ The grill station in the servery is directly linked to the room service area to save space, time and labor.
- ⊗ A user friendly room service area allows tray assemblers to assemble everything from entree and beverage to salad and dessert.
- ⊗ A weigh-it-yourself system at the salad and hot entree bars keep waiting times to a minimum. Scales at these locations print bar coded price labels cutting the lines at registers by 15-25%.
- ⊗ The design of the servery allows for mobile service units and counter top equipment for future flexibility.

### results

The renovated facility has had a dramatic impact on the image of the food and nutrition department. The kitchen is capable of satisfying the fickle tastes and appetites of customers ranging from toddlers to teens and patient satisfaction scores stand at a record high. On the retail side, sales have increased 40% in the first 6 months of operation.

*Salad Bar and Hot Food Area*

