

2024 VIZIENT CONNECTIONS SUMMIT

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# Tech Solutions: Revolutionizing Food Service for Modern Challenges

**Todd Hollander**

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John Knox Village

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# Learning Objectives

- Describe technological strategies to enhance food services, thus increasing patron satisfaction.
- Discuss the use of technology to redefine operational standards and efficiencies.



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# Modern Challenges

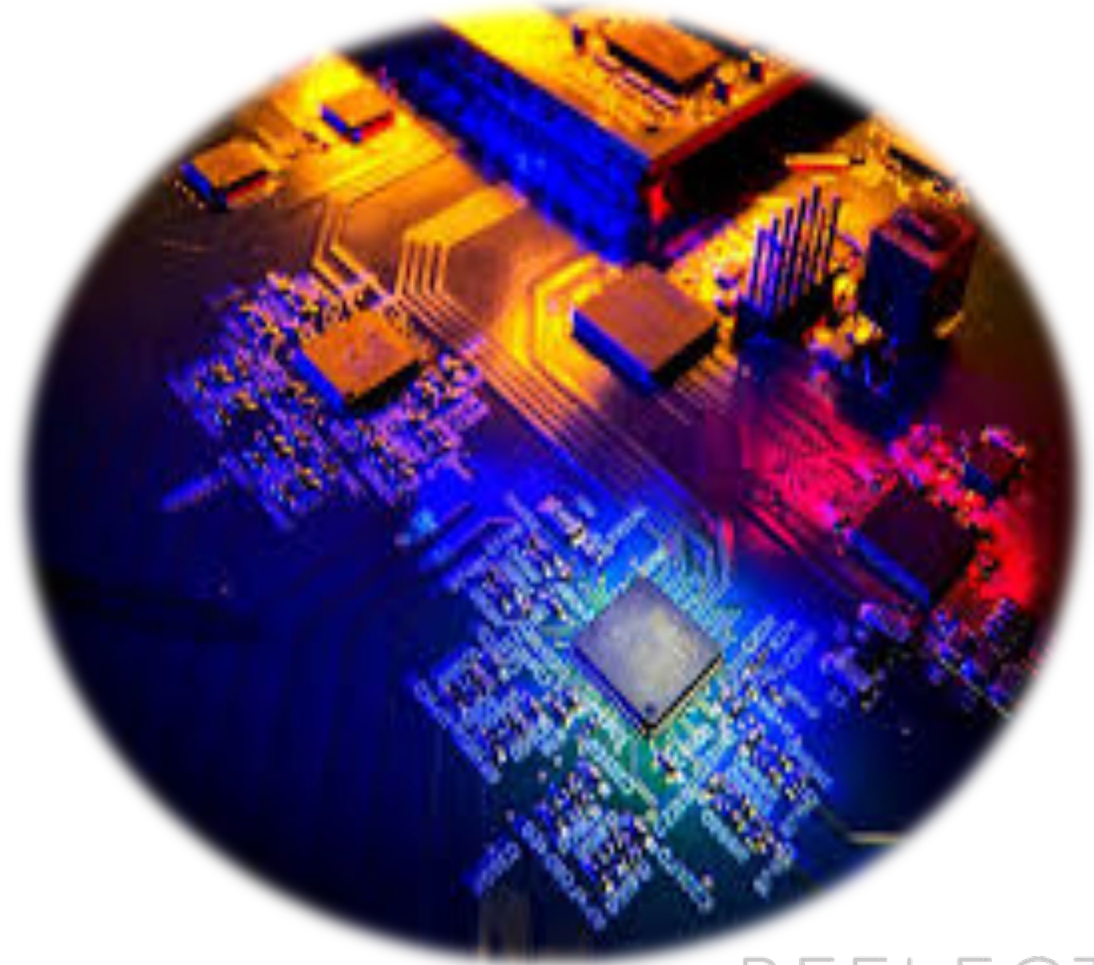


- Increased Costs
- Less Experienced Labor Pool
- Decrease of Staff
- Higher Guest Expectations



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Technology:  
any **system or tool** that  
**solves problems,**  
**accomplishes tasks, or**  
**achieves goals** more  
**efficiently and**  
**effectively**  
than before



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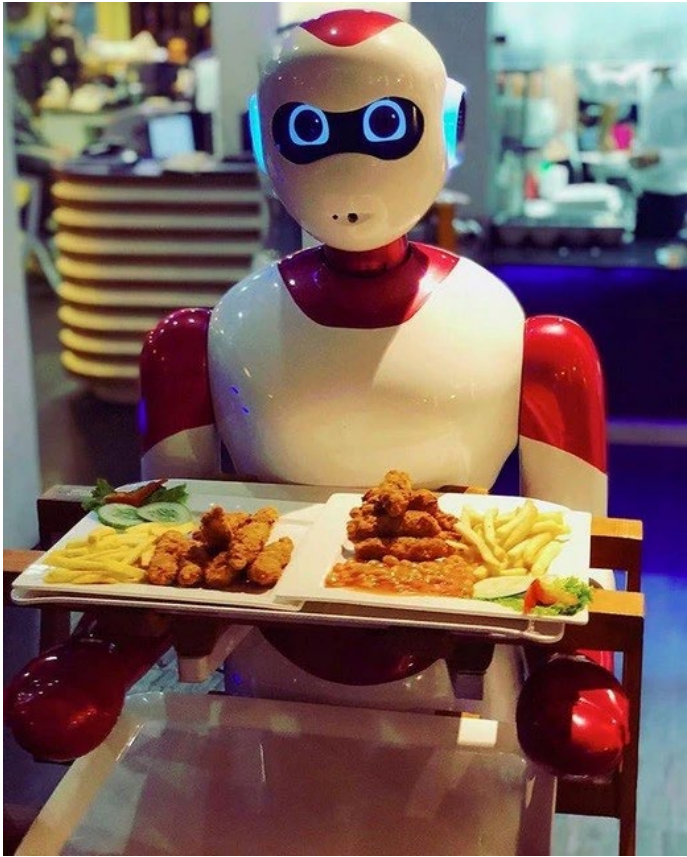




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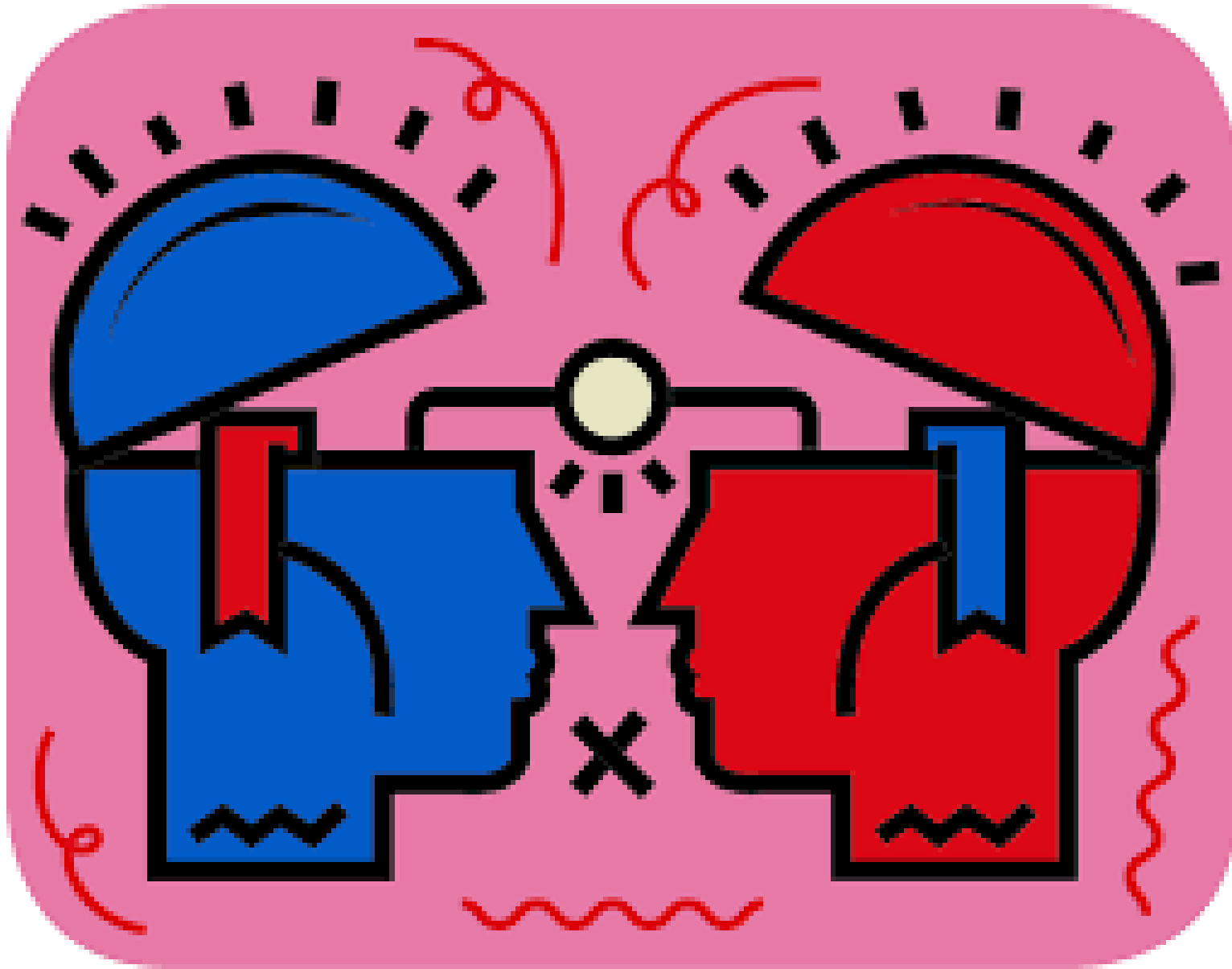
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A Knowledge Management System



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Knowledge Transfer in a Deskless Workforce

# Lessons Learned

- Technology doesn't have to be expensive
- The most expensive does not always mean the best
- There are many ways to solve a challenge
- Be open to other perspectives

# Key Takeaways

- Get as close to the root not just the symptoms
- Include all levels of the department to brainstorm
- Look at what is already in-house
- Network with other organizations and ask questions



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Questions?



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