

# “Room service. May we take your order?”

*That’s just how inpatients at Pali Momi are ordering their meals. And loving it!*

Inpatients at Pali Momi are enjoying their food, eating more of it, and are delighted with Pali Momi’s new Room Service menu and services that they say is like room service in a hotel.

Food is prepared fresh when orders are received and meals are delivered within 45 minutes. Patients can order their meal selections from 6:30 a.m. to 6:30 p.m., and can even pre-order meals to arrive at a certain time. Breakfast is served all day.

From one patient, “I like it because I get to eat when I want, and not when my next door neighbor (patient in the next bed) eats.”

Patient faves? Cook Lee Cabang says it’s shoyu chicken and panko-crusted mahi mahi.

Trays come back emptier, which has cut way down on food waste. It’s also more cost efficient because the menu is now standardized.



*Pali Momi’s food service staff, including Donovan Baro, Liliia Manuel, Jeyrold Galiza, Nancine Lucas, and Jerold Taketa, say they like the new, made-to-order room service program just as much as the patients do.*

*Micah Rodrigues, sporting the new kitchen cook’s uniform, joined Pali Momi last year from the Turtle Bay Resort. “I like it here. It’s friendly, the teamwork is excellent, management is excellent and we help each other. Patients always come first and the quality of our food is excellent. Even our vegetables are always fresh (and not brown) because we make it to order.”*



*Room Service Ambassador Hedeliza Gonzales helps patients with their meal orders, which includes a large menu selection of soups, salads, entrees, deli and grill favorites, pizza, desserts and a wide range of beverages. She uses a special tablet that tracks calories, salt and carbohydrates for those with dietary restrictions or diabetes. “Patients appreciate the help even when I have to tell them, ‘I’m sorry, but you’re over your carb or salt limit.’ We still have many heart healthy options they can enjoy.”*



*Cooks Lee Cabang, William Robello and Micah Rodrigues work the food line, cooking and filling patient meal orders as they come in. They say this is much more efficient and patients are happier because they get to eat what they want when they want to eat it.*