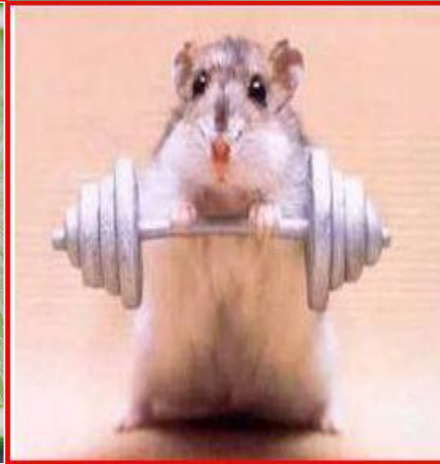


# GUESS WHAT'S ON THE MENU

by

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# Presentation Overview

- ▣ Food consumption trends; then and now
- ▣ Obesity and its complications
- ▣ Lifestyle and Por Vida
- ▣ Por Vida criteria
- ▣ The role of food-service staff
- ▣ Communication
- ▣ Food service staff can make it happen

# Which Direction Are we Headed?

1960

Average fast food meal

Hamburger

Fries,

12 oz Cola

**590 calories**



2011

Average Fast Food Meal

Quarter Pounder

Fries,

32 oz Cola

**1320 calories**





# Which Direction Are we Headed?

1980

2012

140 calories

350 calories



# We face the consequences of what we eat

- ▣ Abundance of unhealthful food
- ▣ Sedentary lifestyle
- ▣ Huge portions
- ▣ We lose track of how much we eat!



Overweight &  
Obesity

# OBESITY

- ❑ Leading public health concern
- ❑ One in three American adults is considered to be obese (33.8%)
- ❑ Comes with its own baggage.....

# Complications related to Obesity

- ▣ Heart disease
- ▣ Type 2 diabetes
- ▣ High blood pressure
- ▣ Metabolic syndrome
- ▣ Blood (fat) lipid abnormalities
- ▣ Cancer, (uterus, cervix, ovaries, breast, colon, rectum and prostate)
- ▣ Stroke

# Complications

- ▣ Gallbladder disease
- ▣ Infertility and gynecological problems, such as irregular periods
- ▣ Osteoarthritis
- ▣ Skin problems
- ▣ Sleep apnea
- ▣ Depression
- ▣ Impaired wound healing
- ▣ Physical discomfort



# What can we Change

- ▣ Genetics
- ▣ Age
- ▣ **Lifestyle**

# Its about lifestyle.....

## Its about Por Vida

- ❑ Por Vida helps adults and children make healthier food choices.
- ❑ No sacrifice of taste
- ❑ Portion sizes similar to other menu items in the same price range
- ❑ Provides a better choice for those concerned for health



# Por Vida criteria

Entire meal including entrée & two sides:

- $\leq$  700 Calories
- $\leq$  23g Total Fat
- $\leq$  8g Saturated Fat
- $\leq$  0.5g Trans-Fat
- $\leq$  750mg Sodium

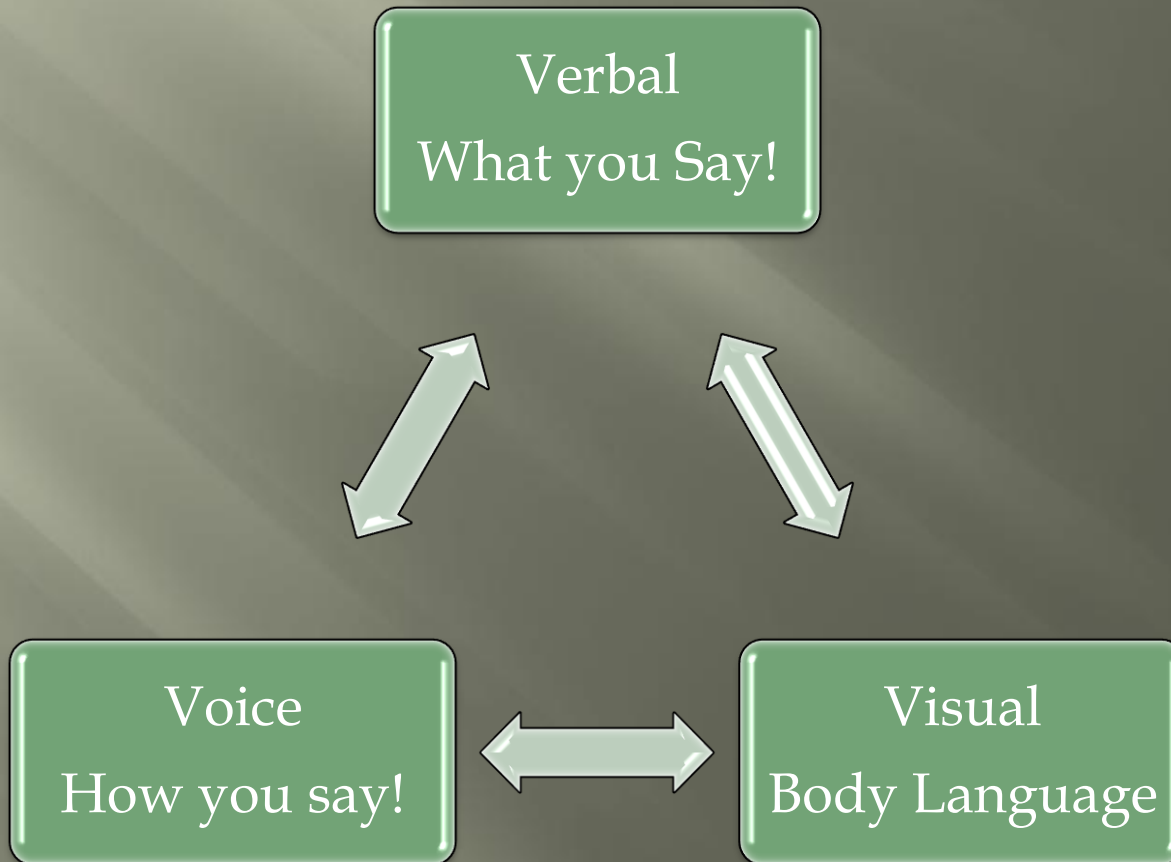


# It's About You.....

- ▣ Prepare and serve quality meals and foods
- ▣ Direct contact with the customers
- ▣ Influence food choices the customers make in the cafeteria
- ▣ Share the team effort to implement Por Vida
- ▣ Important to have KNOWLEDGE, INFORMATION and SKILLS to guide internal and external customers

# You Make it Happen.....

## Communication





# Verbal Communication- What you say!

Customer: Can I please have a serving of Chicken and Black bean Casserole and spinach on the side?

Server:

You want what?

Are you sure you want  
Por Vida.....

UHUH... you don't  
wanna eat that....it  
doesn't taste good.

Try this fried chicken, it  
tastes yummy.....

Customer

Afraid

Anxious

Suspicious

May think ....she doesn't  
care about her health  
why is she gonna care  
about mine.....

# Voice..... How you say it!

Customer: Can I please have a serving of Chicken and Black bean Casserole and spinach on the side?

Server:

You want this?

You don't want this.....it tastes baaad.....

- ▣ Customer might get...

Suspicious

Nervous

- ▣ May think ....I was trying to eat healthy and she discouraged me.

# Body Language..... How you convey it!

Customer: Can I please have a serving of Chicken and Black bean Casserole and spinach on the side?

Server:

You want this?(rolling your eyes)

.....Here you go...

Next.....

- ▣ Customer might ...

Lose interest

Become uneasy

Humiliated

- ▣ May think .... she does not care about me. May be next time I'll go to some other place.

# Communicate -Show Care

Good Morning!

Would you like to try our new Chicken and Black bean Casserole?

It's the newest Por Vida item

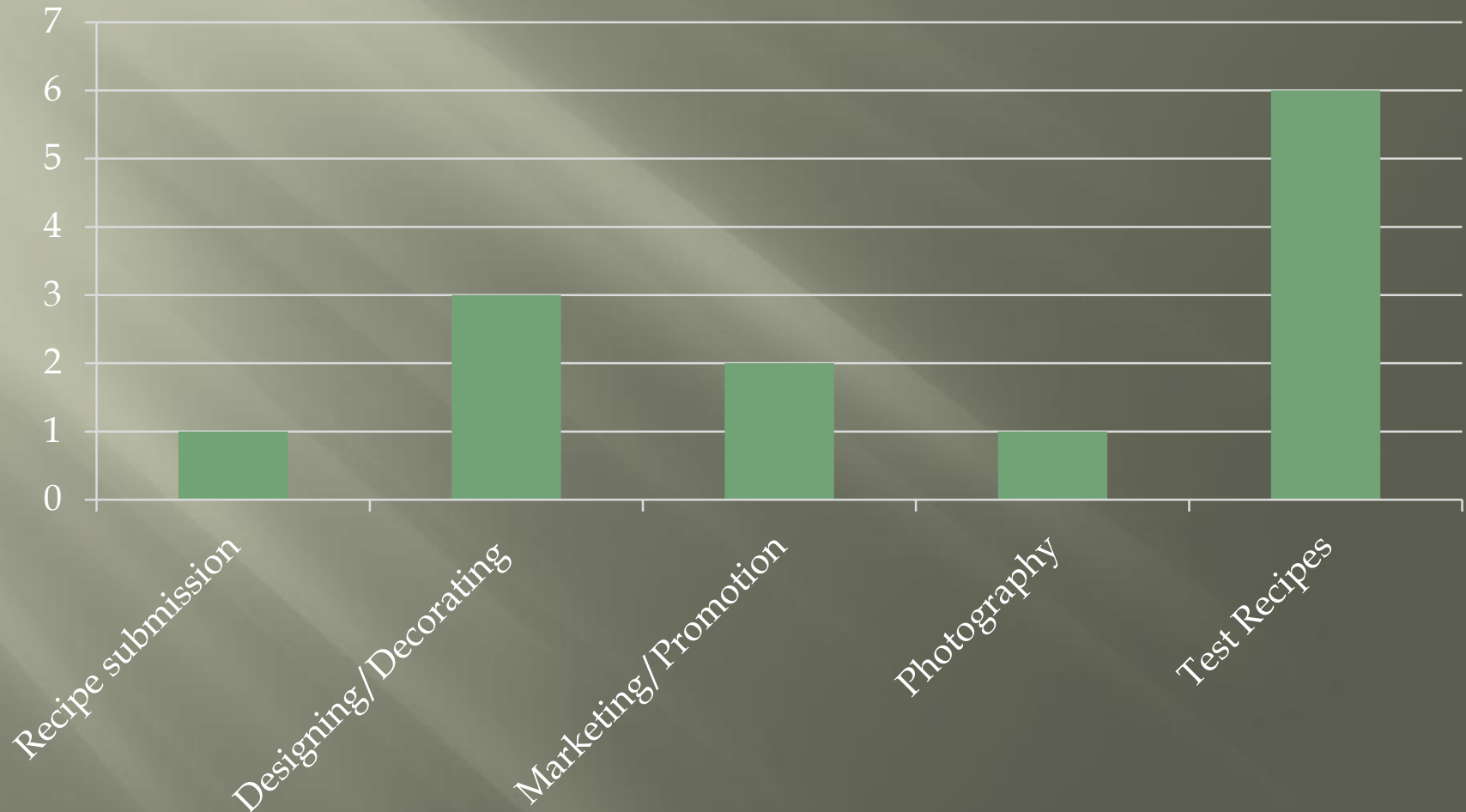
Its not only delicious but nutritious too.

Would you like to try a little sample?

**(Don't forget to smile)**

(Compliment)

# How Can You Help with Por Vida Implementation





# You Make it Happen.....

## Marketing

- ▣ Wearing Por Vida pins
- ▣ Decorating the daily Por Vida plate display
- ▣ Telling others about Por Vida

## Recipe Taste Tests

## Por Vida signage display

????????????????????



# You Make it Happen.....

Following the standardized recipe

Correctly measuring the right ingredients

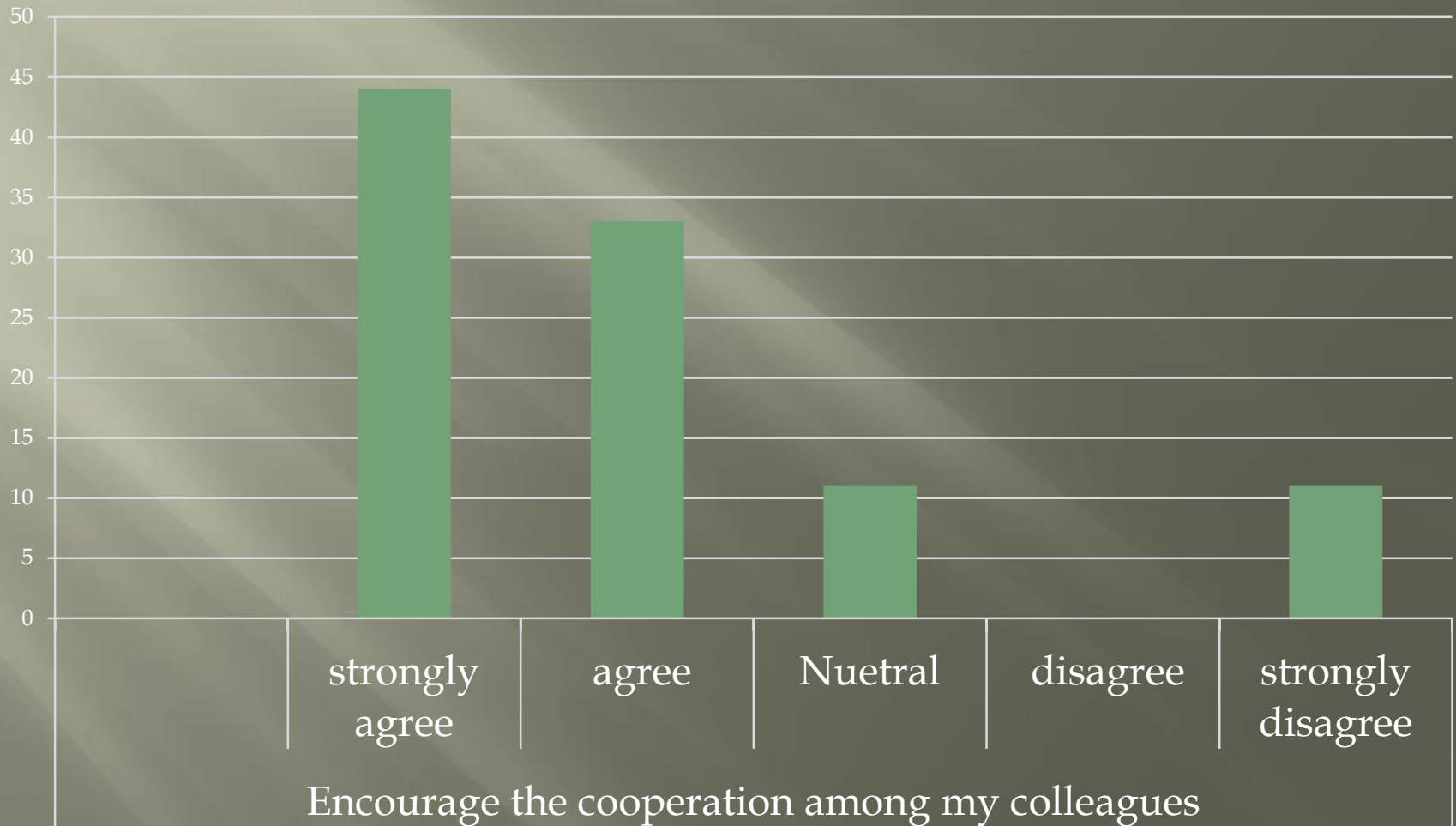
Using the right scoops

Operating the equipment properly

Deciding to be pleasant and work  
cooperatively to make a difference

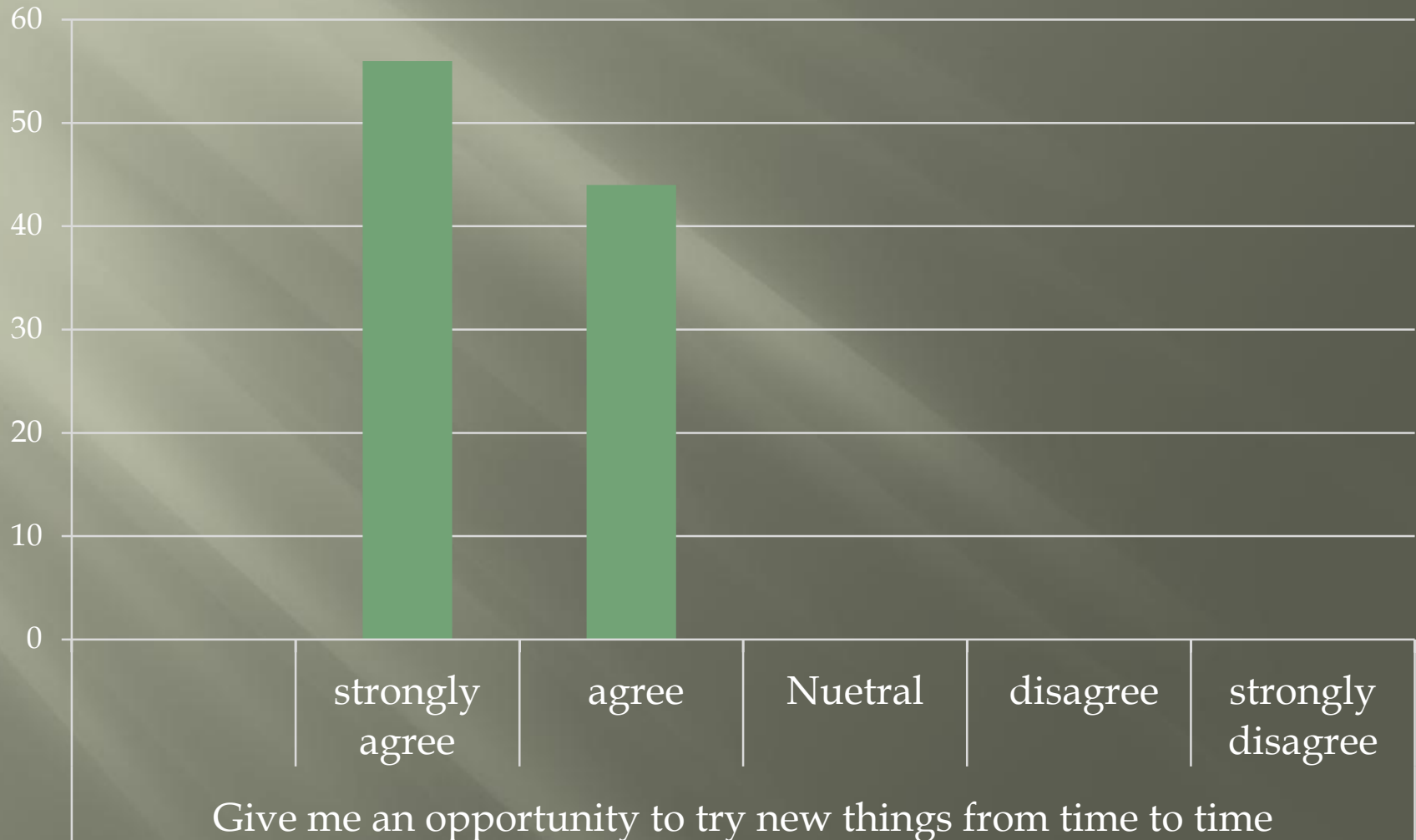
YOU CAN HELP SAN ANTONIO MAKE  
HEALTHIER CHOICES

# Participating in Por Vida will encourage the cooperation among my colleagues



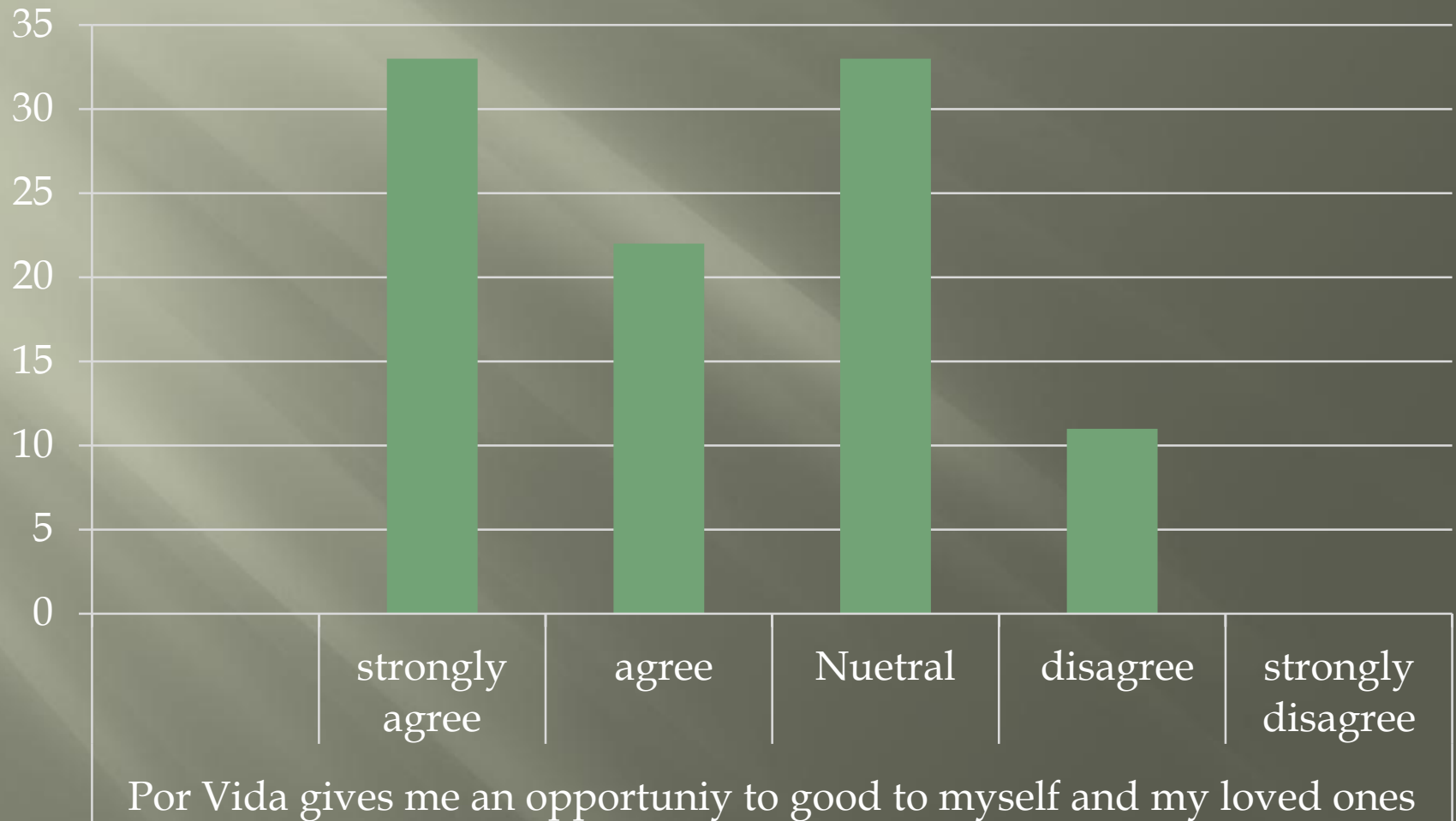


# Participating in Por Vida will give me an opportunity to try new things from time to time

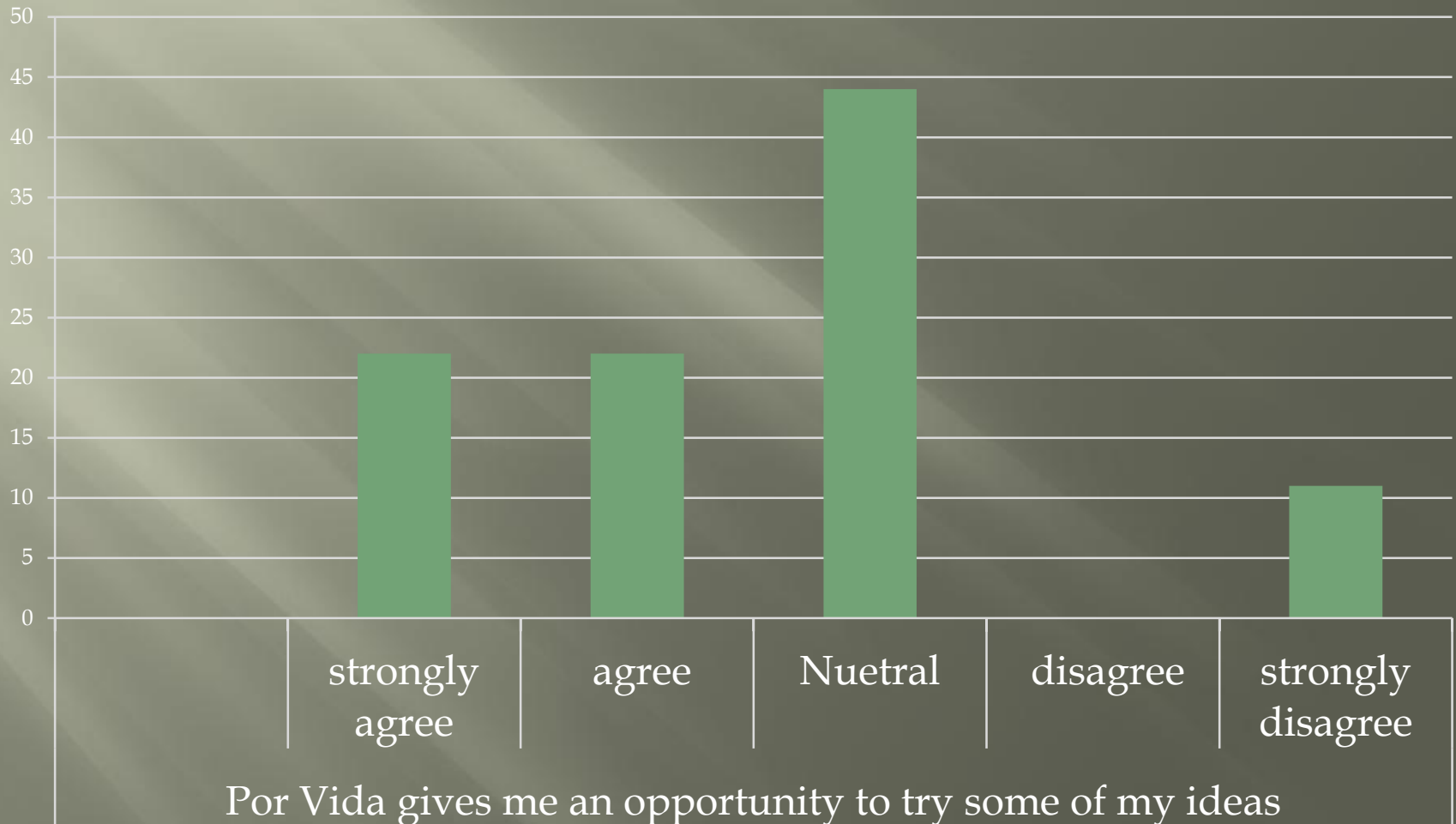




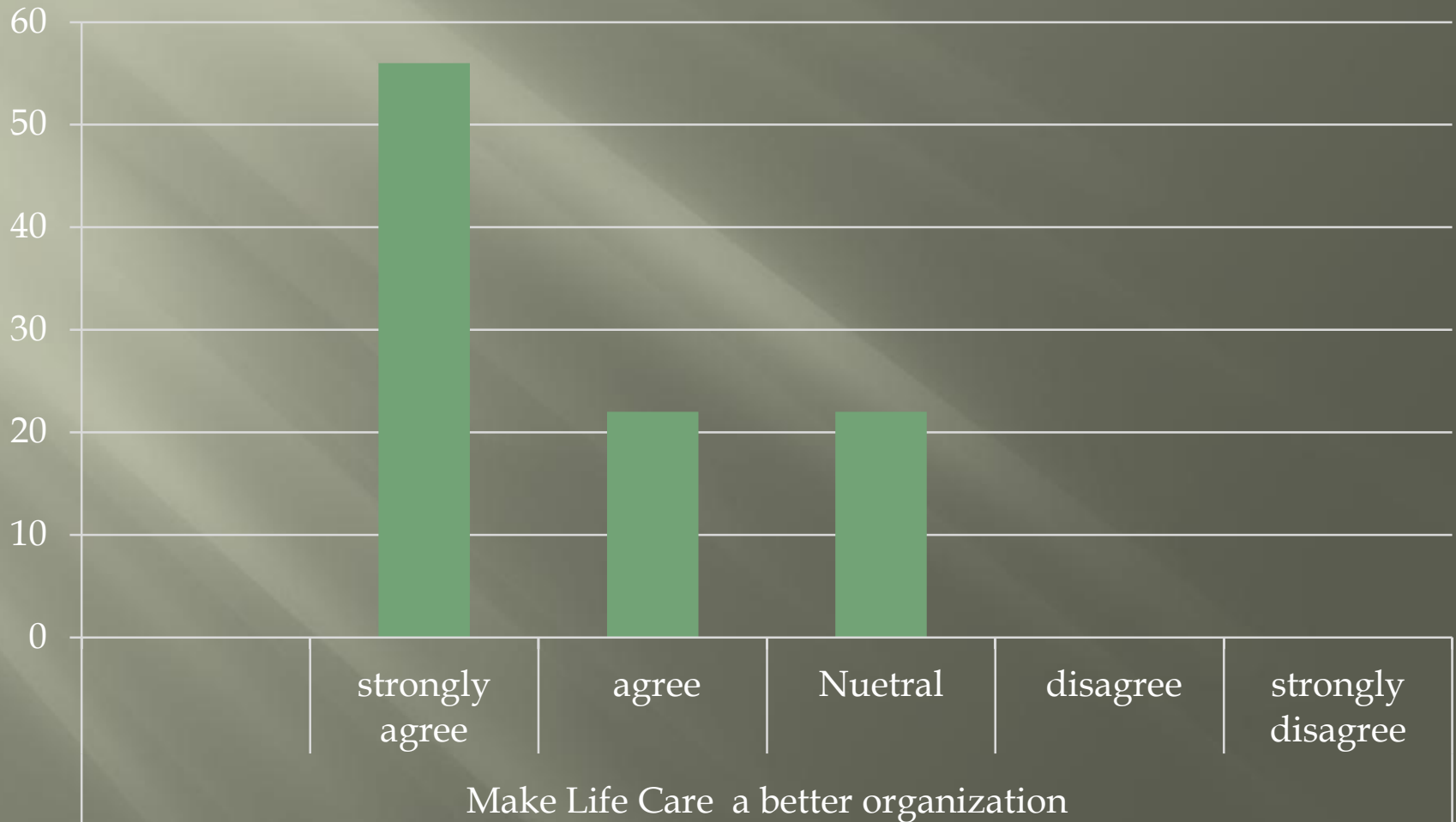
# Participating in Por Vida will give me an opportunity to do good to myself and my loved ones



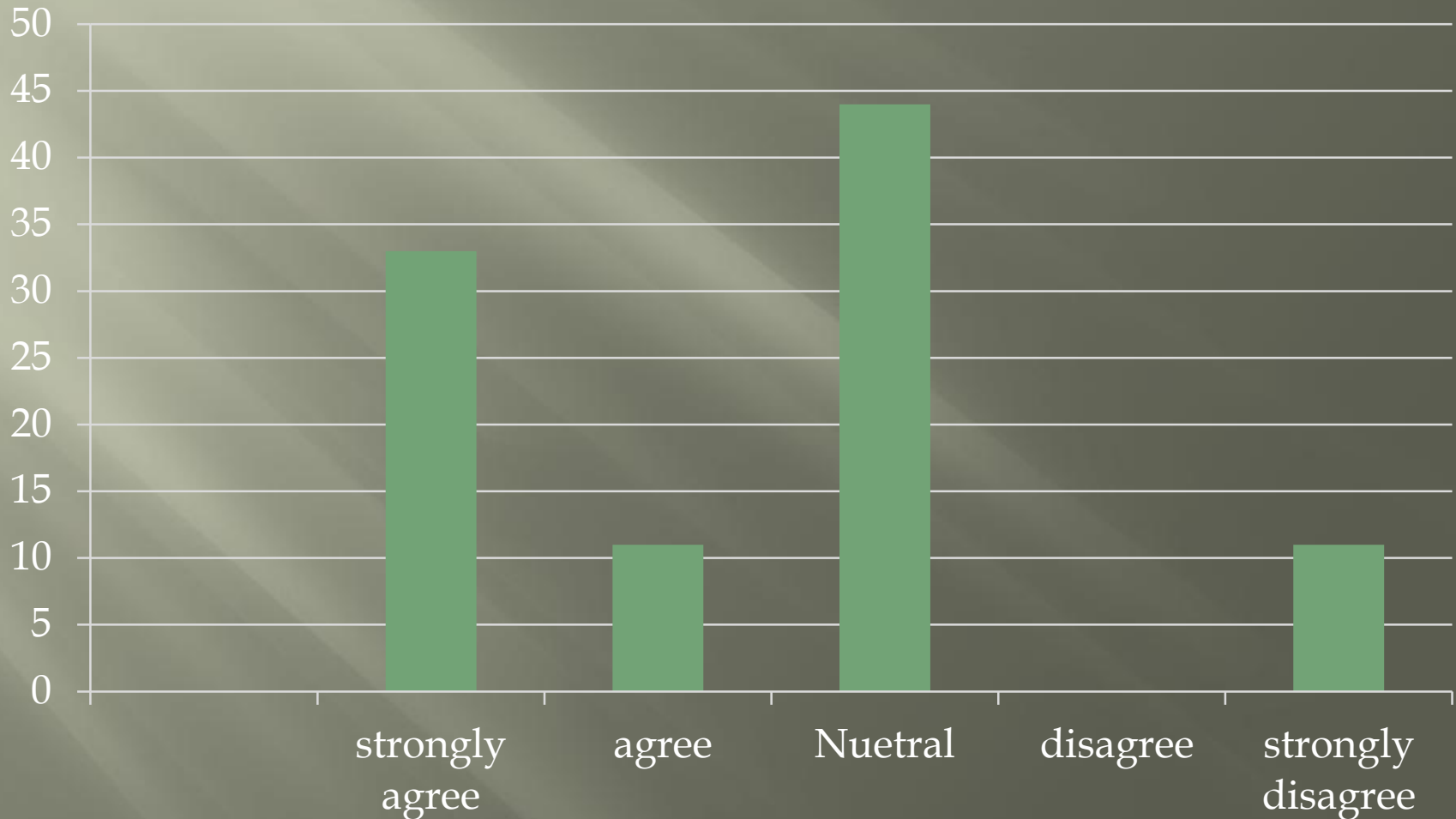
# Participating in Por Vida will give me an opportunity to try some of my ideas



# Participating in Por Vida will make Life Care Hospital a better organization



# Participating in Por Vida will give me an opportunity to be of service to others



**You are  
Making it  
Happen.....**



**Which of the following disease is associated with obesity ?**

1. Heart disease
2. Type 2 diabetes
3. Cancer
4. All of the above





**Which of the following statement is not true in regards to Por Vida?**

1. Por Vida helps us make healthier food choices.
2. Does not require sacrifice of taste
3. Requires everyone to eat fat free food
4. Provides a better choice for those concerned for their health



**Which of the following is a component of effective communication?**

1. Verbal-What you say
2. Voice- How you say
3. Visual-Body Language
4. All of the above



## How can employees help implement Por Vida?

1. Wearing Por Vida pins
2. Telling customers that Por Vida is not good for them
3. Telling others about Por Vida/Promoting
4. By doing #1 and #3

# Sources:

- ▣ <http://www.mcdonalds.com/us/en/food.html>
- ▣ <http://caloriecount.about.com/calories-bagels-toasted-i18002>
- ▣ <http://www.nhlbi.nih.gov/health/index.htm>
- ▣ [www.nfsmi.org](http://www.nfsmi.org)

