



www.DementiaFriendlyDenver.org

Restaurant Server Training

Thank you for participating in the Dementia Friendly Sunday Dinner program. Restaurants are providing quiet dining areas for customers with Alzheimer's disease or other forms of dementia and their family care partners. On designated Sundays, trained servers will be assisting these customers. This two minute training will help you understand how to interact with people living with dementia.

Here are some tips for making the experience better for everyone.

- Patience on your part is the key.
- Seat the customer and care partner in the quietest spot possible.
- Make sure music and TVs are turned off in the designated dementia dining area.
- Remove non-essential items (like flowers and promotional materials) from the tables ahead of time to lessen clutter and confusion.
- Speak slowly and use simple sentences.
- Do not, however, treat the customer with dementia like a child.
- You may be communicating mostly with the care partner, but don't ignore the customer with dementia.
- Don't rush the order process.
- Avoid asking questions. Make statements instead. Example, "Are you ready to take your order." +vs. "What would you like today?"+
- Behaviors by customers with dementia may be unfamiliar to you.
- Customers with dementia may become frustrated or upset.
- Go with the flow and stay calm.
- Spills may occur . quietly help clean up.
- Apologize for any perceived mistakes and don't correct the person with dementia.
- Present the guest check to the care partner discreetly.
- Don't rush the party when leaving.

Please watch this brief vignette and you are good to go!

Thanks for becoming a Dementia Friendly server!