

# Maître d' Role Playing Exercise

## Scenario 1

You are acting as the maître d' for a mealtime. Your role is to welcome residents, help them find comfortable seating, and ensure the dining experience is smooth and enjoyable.

### Role-playing Exercise

- One staff member plays the maître d'
- A couple of staff play HCA's
- Additional staff play residents

## Scenario 2

A new resident is dining in the communal space for the first time and appears nervous. At the same time, another resident has dietary restrictions that need to be discreetly managed. Demonstrate how you balance these responsibilities.

### Role-playing Exercise

- One staff member plays the maître d'
- A couple of staff play HCA's
- Additional staff play residents

### Discussion Questions

- How does the maître d' role enhance the dining experience?
- How can the maître d' role help support staff and increase efficiency and accuracy of meal service?
- What strategies can help make residents feel valued and comfortable at mealtimes?