

# THE VENDING REPORT

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• 1400 South Raney Street • Effingham, Illinois 62401 • 217-342-2288

## Sarah Bush Lincoln Health Center Joins J&J As Vending Partner

Tasty and nutritious food is an important service for both patients and healthcare staff at Sarah Bush Lincoln Health Center (SBLHC) located between Mattoon and Charleston. Both the cafeteria and a new partnership with J&J Ventures vending services fill needed roles.

Cathy L. Babbs is the Registered Dietitian and Director of Food and Nutrition Services for SBLHC. Her experience includes 23 years as a Clinical Dietitian with one year in her present position. Her full- and part-time staff has approximately 48 members from clinical dietitians to entry-level positions. The team includes supervisors, cooks, food service associates, therapeutic dietetic clerks and more.

Babbs says more than 127,000 meals per year are served to the 1,300 health center employees along with patients and visitors. Special patient meals for restricted diets, tube feeding and other needs are provided. Meals are also prepared for in-home care patient deliveries in the Coles County area.

The Cafeteria offers serving periods for breakfast, lunch and dinner along with a 3am to 5am serving for people on the night shift. The food staff also prepares meals for the SBLHC Adult Day Care Center.

A variety of meals are served to offer choice. In addition, new items are offered periodically to provide a different dining experience. Along with good food, the cafeteria staff tries to make dining a little more fun by having special theme days like Halloween costumes and special treats.

Catering special functions for internal and external groups is another important area of service. The staff has served huge dinner events to small buffet lunches. Local businesses like Lender's and McLeod USA have enjoyed meals prepared for special meetings they have held in the facility.

The Health Center has a single, primary Vending Area with a full-range of food and beverage options along with support equipment like a microwave oven. Additional vending machines are located at strategic points throughout the facility to provide convenient service for staff and visitors.

According to Cathy, the Vending Area is certainly used by many visitors. But, it is also convenient for staff members who miss the regular cafeteria serving periods or who need a quick snack.

"Because the J&J food quality and selection is so good, people can get a real good meal in the Vending Area," says Cathy.

"When we were reviewing our vending supplier, we wanted nice-looking equip-



### **Fast Fact**

**J&J Donates to over 200 community charities a year**

**Continued page2**

## Sarah Bush *Continued...*

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equipment, a good variety and quality of products, convenience for the user and a reasonable cost”, she continues.

“J&J was very accommodating when listening to our needs for equipment and installation that meets the Joint Commission Standards. They provided updated equipment that fit right into our redesigned Vending Area.”

“We had a panel sample the food products they had to offer. The group was very pleased with the overall quality of the items and the variety of choices available. After checking some references and getting positive feedback, we experienced a very smooth transition to J&J Ventures Services.”

“What we really like about our vending partner is not to hear anything. When we don’t hear anything, that means that the area is being serviced well, the area is clean, the food and beverages are OK and the occasional reimbursements are being handled in a timely and satisfactory fashion. J&J has been working out fine.”

“Our goal in Food and Nutrition Services is to be an active participant in the Hospital’s Strategic Vision. We strive to support the quality human resources at SBLHC that serve our patients. We have a good staff of good people. We believe good food at a fair price can help them enjoy their work experience more.”

“Of course, we have the same goals for our patients and our visitors. If good food can help make their experience a little more pleasant, that is a good thing. We want them to come back again if they need additional health care services.”

“We are constantly striving to meet the food needs of SBLHC. We will provide very broad food selections that are clearly better than average. And we will do so while becoming more efficient and controlling costs.”

A partnership with J&J Ventures is one effort to help achieve the complete goal.



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### ***Fast Fact***

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**J&J Sells 10 cans of soda every minute**

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## The BIG Grill Serves Quebecor/World

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A recent special event included The BIG Grill as part of the fun. Quebecor/World in Effingham hosted an open house where more than 500 employees and family members were served.

Pat Quinn, Director of Operations at Quebecor/World says, “I was reading the J&J newsletter when I noticed they had a grill for events. I called up Bob Willenborg figuring we would just use the cooker. When I learned J&J offered complete catering services, we went with it. The results were excellent. The people in attendance reported that the hamburgers and chicken breasts, along with all the trimmings, were just great. With beautiful weather, an excellent turnout and good food, we had a very successful day.”

If you are looking for a fun cookout at your special event, J&J Ventures has the answer. Our six-foot-long barbecue grill is available as a special service for our regular customers. Steaks, brats, hamburgers and a variety of other meat choices are available. Just talk to your service representative about The BIG Grill.



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# Dick Quandt Supports Mt. Vernon, Salem and Centralia Vending Partners

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For more than 23 years, businesses around Salem, Centralia and Mt. Vernon have relied on Dick Quandt to make sure their employees are being served well with a top-notch vending program.

Dick has been with J&J for more than 26 years. He first started with a vending route, then moved into the service shop and finally assumed the supervisor position for the Salem area with four individuals currently reporting to him. His team provides superior vending service to many outstanding companies including North American Lighting, Sealed Air, Flint Ink, CCX Transportation, St. Mary's Hospital, railroads, nursing homes, post office, UPS, medical centers and a whole lot more.

"Service is what this business was founded on and our service is still what makes J&J better than the other guys today," says Dick. "We keep our machines working better. If there is need for a repair, we will fix it right away or supply a replacement machine until the repaired equipment is ready to go. Customers are not without service for 2 or 3 days like some other providers."

Dick interacts daily with routepersons to keep track of customer needs and equipment. He makes sure the inventory remains current in the local warehouse and is ready for timely delivery. He completes on-site machine repairs as needed. He performs spot checks to confirm that food products are being rotated and the machines are kept clean. And, most importantly, Dick meets with customers on a regular basis to make sure all of their needs are being met.

Dick Quandt has a mission. He says, "My goal is to make sure every J&J customer gets the best service available in this industry!"



## Great Choice for Meeting Catering

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When you need to serve a tasty and convenient meal to attendees at corporate meetings or special events, Deli to Go from J&J Ventures is the answer. All sandwiches, salads and sides are individually prepared, packaged, labeled and delivered the day of your event, to guarantee freshness and satisfaction. We can even bring homemade sweet rolls and coffee to your morning meeting.



Only top quality ingredients are used in our sandwiches and salads. Sandwiches are loaded with your choice of meat, cheese, bread and condiments. Salads are topped with generous amounts of "extras". Or try our homemade potato or macaroni salad as your side order. Flatware, napkins and salt/pepper packets are provided with each order. Please give us a call before your next meeting.

# J&J Ventures, Inc.

[www.jjventures.com](http://www.jjventures.com)

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At J&J Ventures, we value the support of our customers. By supplying high quality products and a friendly customer support staff, we are sure to satisfy even the most discriminating consumer.

***We provide...  
because you deserve the best!***