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We couldn't be happier to have such an amazing place for associates and visitors to have an upscale, relaxing meal experience.

BJ Fontaine

**VICE PRESIDENT OF NURSING,
ASCENSION SACRED HEART**

AT A GLANCE

time for a change!

TouchPoint's café at its Emerald Coast ministry in Miramar Beach, Florida, was an adequate "hospital cafeteria," but certainly not destination dining. With limited food and beverage options paired with dated furniture styles and generic décor, the café offered little in the way of respite from the hospital environment.

With established franchise dining options just blocks away, the Emerald Coast location was also faced with the challenge of keeping competition at bay. In addition, the client hospital preferred to have their busy caregivers and staff remain on premises during meal breaks in the event of arising emergencies.

To solve these disparate issues, TouchPoint knew it needed to offer something the competition often lacked – great service, quality food, reasonable prices, and an inviting presence.

THE SOLUTION

destination dining



Beginning in January 2022, TouchPoint's Emerald Coast café underwent a major renovation. Despite staffing challenges stemming from the COVID-19 pandemic, the space emerged six weeks later drastically transformed into TouchPoint's revolutionary dining experience, Table 137®.

Table 137® serves up delightful meals in a modern, luxurious space, the aesthetics of which transport guests from a clinical hospital to a welcoming, upscale eatery just by stepping through the door. It's a place associates can take pride in, and guests can enjoy returning to.

To achieve the Table 137® concept, not an inch of the old space could escape the makeover, which included:

- ✓ A complete repaint
- ✓ Digital signage
- ✓ Updated décor
- ✓ New flooring
- ✓ Refreshed furniture
- ✓ Additional guest seating

To establish an elevated atmosphere for guests, TouchPoint partnered with Mood Media. This partnership enabled an enhanced ambience in the dining space with custom music playlists, digital signage solutions, and refreshing fragrances ultimately creating a relaxing and calming environment for guests.

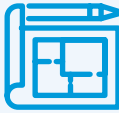
Food service equipment upgrades and new menu concepts were implemented, allowing TouchPoint's chefs to create a variety of culinary concepts while creating operational efficiency with guest experience in mind.



Fresh, handmade pizzas cooked to order in as little as 90 seconds



Interactive concepts for a personalized guest experience



Reconfiguration of the servery to improve operational efficiency and customer flow while establishing an open feel



With the goal of utilizing these new stations to bring food and the hospital dining experience into the 21st century, the Emerald Coast location found itself the home of TouchPoint's reimagined culinary concepts.



Perhaps the standout for guests and associates is the revamped coffee station, something visitors had been clamoring for. Through Premium Roast Coffee, guests have easy access to high-quality specialty coffees without ever having to venture out to a high-priced coffee chain.

Completing the top-to-bottom overhaul were new plate presentations, sustainable service ware, and refreshed associate uniforms that create a consistent, modern look and were designed with comfort and safety top of mind.

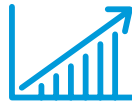
"I absolutely could not be more pleased with the Table 137® concept... Our associates and medical staff members are raving about both the significantly increased variety of meal choices, as well as the exceptional quality of the food... Without hesitation I would give this concept a solid A+ in every category! I am very pleased."

Henry Stovall
REGIONAL PRESIDENT,
ASCENSION SACRED HEART

the results



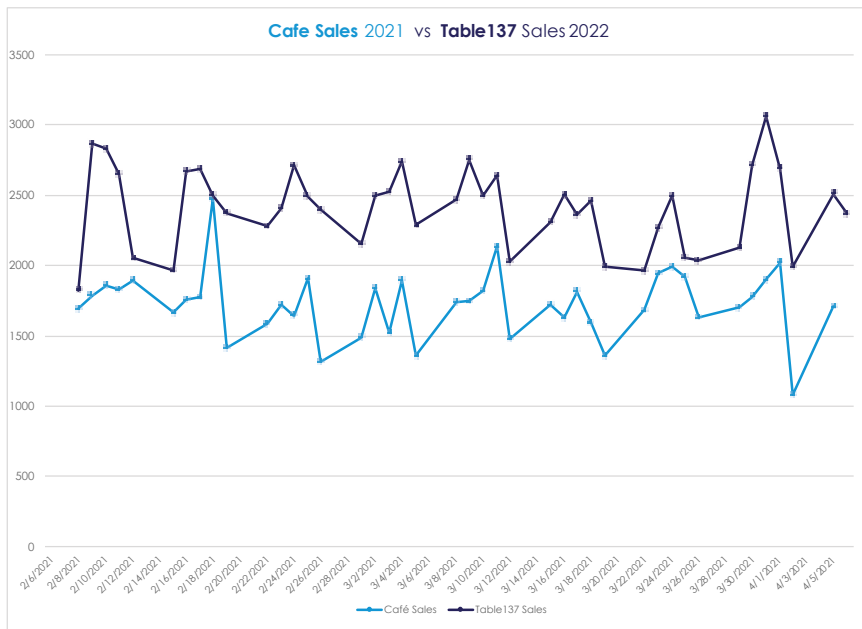
HIGHER LEVEL OF
NON-HOSPITAL
GUESTS



78%+
YEAR-OVER-YEAR
INCREASE IN SALES



OVERWHELMINGLY
POSITIVE FEEDBACK
FROM CLIENT,
ASSOCIATES, GUESTS



Since the remodel was completed, the location has seen a drastic increase in sales, a higher level of non-hospital guests, and positive feedback from the client, associates, and visitors.

café
-SALES-
2021

VS

table137
-SALES-
2022

BEFORE & AFTER

servery

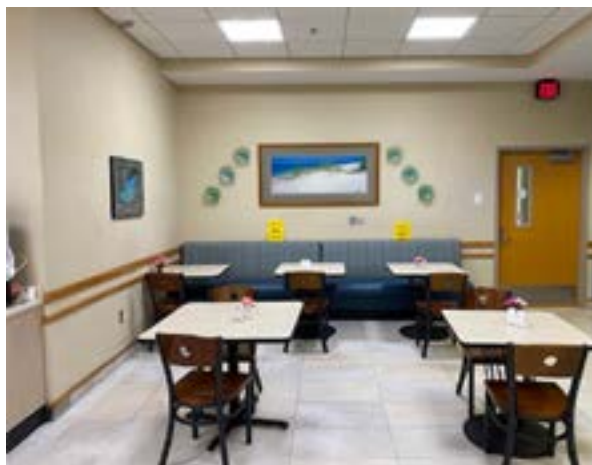


BEFORE



AFTER

dining room



BEFORE



AFTER

The successful rejuvenation of our Emerald Coast café has opened the door for other locations to receive the Table 137® concept transformation. TouchPoint's creative team has developed multiple design concepts that can fit the needs of

any space. In the coming years, the organization looks to revolutionize the healthcare food service industry with the continued rollout of Table 137® concepts.

ABOUT

Ascension Emerald Coast



Ascension Sacred Heart Emerald Coast Hospital in Miramar Beach, Florida, delivers specialty care and 24/7 emergency care. The hospital provides advanced surgical care for serious and life-threatening injuries and illnesses. Its teams listen to understand the patients' health needs and deliver care that's right for them. Ascension Sacred Heart Emerald Coast is a destination for specialty care – including heart, cancer, orthopedics, women's health, and more – and offers a wide range of minimally invasive procedures using robotic-assisted technology, and imaging, all on one campus.

TouchPoint Support Services

TouchPoint Support Services, a sector of Compass Group, provides integrated food, nutrition, environmental, and support services to acute care hospitals and senior living communities across the country. TouchPoint is committed to providing 'compassion at every point of human contact' and giving patients, residents and customers a hospitality experience that is second to none. Our rich history and strong culture is demonstrated through innovative culinary and patient programs, sustainable and green cleaning initiatives, and award winning associate training and development programs.

For more information about
TouchPoint, please visit our website:
www.iamTouchPoint.com.

For information on joining the
TouchPoint family of associates, please
visit our career site:
iamtouchpoint.com/careers

