



Marquette Manor

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About Marquette Manor

Marquette Manor is a continuing care retirement community consisting of independent living, assisted living and a health care center. Resident services include a convenience store, hair salon, gift shop and 6 dining rooms.

Summary

Before implementing FullCount much of the dining, billing and accounting processes were done manually. Weekly dining menus were typed up, printed and distributed to the appropriate departments. Residents' food purchases were recorded by hand and the various items were then deducted from residents' allotted monthly balances. All of this information was then sent to the accounting department and manually entered into the accounting system. In addition, when residents had questions about outstanding balances the Marquette Manor staff would have to sift through stacks of paper menus to verify information. All of these processes are now tracked and managed within FullCount which has enabled Marquette Manor to save a significant amount of time in their administrative departments. What used to take two days for the dining departments can now be accomplished in about two hours.

Implementing FullCount

The first step of implementation included a configuration of the FullCount system to accommodate Marquette Manor's needs. The Marquette Manor staff identified how they would like to use FullCount and the system was flexible enough to fit their community. Existing resident data was transferred to FullCount and training was held onsite at Marquette Manor. Multiple sessions were held with the Marquette Manor staff, including both group and individual trainings.

Result

FullCount is able to track residents allotted amount of money per month and purchases are deducted from this total. Residents are now able to see their outstanding balance at the bottom of printed receipts. This has reduced the number of inquiries that staff receives about outstanding balances. The dining room menu changes weekly and the allocation process has been simplified using the FullCount back-office interface. Residents are able to phone in orders for delivery as well as dine-in and orders can print directly to the kitchen. All of the financial information managed in FullCount can now be sent to accounting electronically and allows for easy upload to Marquette Manor's accounting system.