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Wendy Monashkin, Accounting

FullCount Client Profile

Abbey Delray is a Life Care Retirement Community dedicated to providing financially sound retirement living and meeting the needs of its residents since 1976. Abbey Delray is certified by the Continuing Care Accreditation Commission (CCAC) designating that it has passed an in-depth review and has met rigorous guidelines for service and quality. The Abbey Delray community is comprised of 430 residents throughout 329 apartments and 28 villas.

FullCount Success

Testimonial: Wendy Monashkin, Accounting, Abbey Delray

At Abbey Delray we have been using the FullCount software to help manage our dining facility, catering and other food services for about 10 years. Before choosing FullCount we were primarily pencil-and-paper based which resulted in time consuming and tedious manual processes for managing resident meals and associated purchases.

I have found FullCount to be a very user friendly program and feel the reporting capabilities are wonderful. For example, if someone wants us to go back and look up a history of meals or purchases we can quickly pull a report displaying this information. We also provide a printed list of detailed charges with our monthly statements, which is something our residents like to see. FullCount also makes it easy for us to monitor the eating habits of our residents and we can provide this information to the appropriate family members when needed.

Working in the accounting department I know the importance of having integrated systems with our accounting software. With FullCount it is easy for us to transfer our dining room data into our accounting system, this saves us time as we do not have to do double data entry - this is a beautiful thing! Because FullCount is web-based we do not have to maintain the application internally or have the infrastructure to support it, which is also a nice benefit for us.

The FullCount technical support is excellent. I always get a quick response whether I have a question via phone or email. I love dealing with Susan for support - she's my buddy!

By using FullCount for our dining facilities we have significantly improved the time it takes to manage our resident meals program and have increased the accuracy of our data and information. This is a great benefit for not only our staff, but also our residents as well. I would recommend FullCount to other resident facilities.