



2012 Amerinet Member Conference
May 15-18, 2012
Rio All-Suite Hotel and Casino, Las Vegas, Nev.

Track: Food Service and Nutrition
Day: Wednesday
Date: 5/16/2012
Slot: 1
Time: 2:15 - 3:45 p.m.

Title: Health Care Food Service Industry Update

Primacy Audience: Non-Contracted Health Care Food Service Leadership

Other relevant disciplines: Food Service Directors, Managers and Teams. Dietitians, Dietary Managers and Chefs

CE awarded:	Dietary Managers	CBDM
	Dietitians	CDR
	Culinary (Chef)	ACF

Description: This session will cover a wide range of topics that affect the day to day operational success of the food services division.

Objectives:

- Discuss tools that will sharpen leadership & management skills.
- Outline how to improve your relationship with your Boss and how to position your department to ward off Contractor Threat.
- Review industry trends, and clarify misinformation about Room Service

Speaker: BILL KLEIN, BS, President, CEO, and Partner of DM&A, Inc.

Bill is a graduate of Florida International University with a B.S. in Hospitality Business Management.

Bill's diverse work history of 30 years includes managerial positions with the airline industry, restaurants, hospitals, and nursing homes. He has served as a Director for a multi-campus health system and a Department Director responsible for a multi-location health system, while working for a major contract management company. He also owned his own consulting firm that focused on training teams and addressing specific performance improvement needs of long-

term care operations. Bill continues to speak at numerous local, regional, and national events throughout the USA and Canada.

Bill serves as the President, and CEO of DM&A, Inc. During his tenure Bill has helped develop many new and exciting programs, making DM&A the largest healthcare consulting firm in North America. From revenue growth to dramatic budget reductions, Bill provides clients with a clear path to success. His passion for operational excellence is evident in the results he helps our clients achieve.