



Koukun Helmi Home Meal Service

At your service!



Koukun Helmi



Koukun Helmi's modern kitchen is located in the Koukkuniemi area by Lake Näsijärvi.

- The meals delivered by the home meal service are made by our chefs in the Koukun Helmi kitchen.
- We prepare and deliver meals to order for both home care customers and private customers who need the meal service.

Delicious home-style meals

- We prepare tasty Finnish food to suit the preferences of the elderly, taking into account nutritional recommendations. We serve dishes that are familiar to our customers, such as meat sauces, fish dishes and casseroles. On annual festivals, we offer traditional dishes.
- The customer can choose the number of meals from the list. The meals for the start of the week can be selected from four meal options and, for the end of the week, there are six meal options to choose from.
- Each meal consists of a main course, a side dish (potato, mashed potatoes, rice), a vegetable side dish and a dessert. With soup, we always offer bread and spreads as well as fruit.



Home meals on plates.



Energy from home-delivered meals

- A balanced diet is very important for everyone's well-being and ability to cope with everyday tasks.
- Our home-delivered meals contain, on average, one-third of the recommended daily nutrient intake for seniors.
- Our special diet meals take into account each customer's individual needs.



Meal service menu

- Koukun Helmi sends its menu to home-meal customers three weeks in advance with the meal delivery.
- The date shown on the menu is the delivery date of the meals.
- One menu contains the meal options for both the start and the end of the week.



The meal service is easy to use

- The meal service is automatic. This means that the meals do not have to be ordered separately for each week. We deliver to our customers a pre-agreed number of varied meals to suit their diets.
- Customers can also choose specific meals if they wish to. In this case, the menu serves as an order list and can be filled in and returned to Koukun Helmi with the meal delivery worker.
- Cancellations must be made to Koukun Helmi by 9am on the day before delivery. If a cancellation is not made by 9am on the previous day, invoicing will be based on the pre-order.

Reliable deliveries

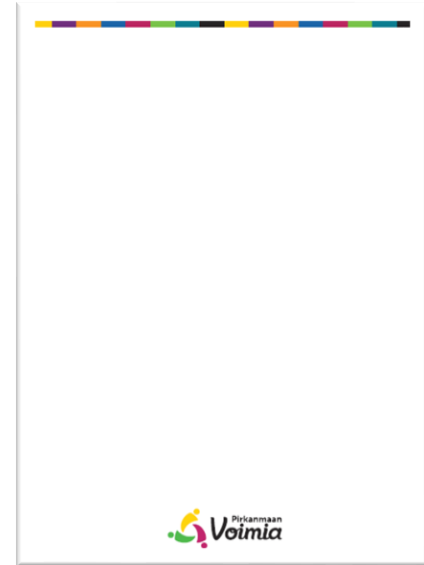
- Meals are delivered twice a week on agreed delivery dates between 8am and 4pm.
- The delivery worker places the ordered meals in the refrigerator and can heat up a meal in the microwave at the customer's request.
- Our delivery workers are reliable customer service professionals who are used to working with seniors.



Home meal in its package.

Always staying informed

- Koukun Helmi customer service informs the customers about service-related matters with information bulletins delivered with the meals.
- Menus are delivered to customers with the meals. The menu always contains current contact information and ordering schedules.



This form is used for information bulletins.

Contact us, we want to serve!



Our customer service staff are happy to help with any questions about the meal service, and to receive customer information and changes to meal orders, and guide customers in using the service.

Pirkanmaan Voimia
Koukun Helmi Home Meal Service

- Our customer service is open on weekdays from 8am to midday.
- Tel. 040 801 2666
- Email: kotiateria.koukun.helmi@voimia.fi

Customer feedback – how is our service?

- Our aim is to always satisfy our customers with the quality of our food and our customer service.
- Give us feedback on how we have succeeded and how we could still improve our service!
- You can give feedback through
 - Koukun Helmi customer service, tel. 040 801 2666
 - email to kotiateria.koukun.helmi@voimia.fi
 - your meal service delivery worker
 - feedback form at www.voimia.fi

