

# HOSPITALITY NEWS

HOTEL, DINING & EATERY TRENDS

VOLUME 2 | ISSUE 3

APRIL 2022

## BACK TO THE FUTURE

THE "AUTOMAT" RETURNS WITH A TOUCHLESS FOOD EXPERIENCE

PAGE 40

### ON THE INSIDE

Table Talk

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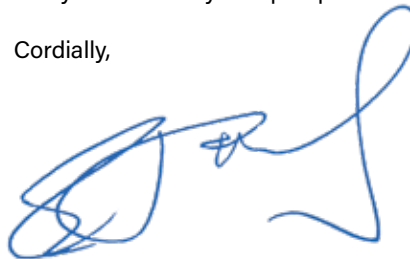


# A MESSAGE FROM OUR PUBLISHER

I am elated to see the country is transitioning to a level of normalcy similar to what we remember. We are able to see faces, smiles, and emotions, something years ago, we would take for granted. Now we take less for granted, and appreciate things more than ever. Probably that is one of the best things that came from the pandemic, we appreciate now that which we took for granted. Being in the hospitality industry which includes hotel, restaurant, travel, gaming, and a whole lot more, we can see first hand, that "we are coming back," and although not business as usual, we are certainly moving in the right direction. No doubt there are still many challenges, such as staffing, the supply chain, and now a major spike in gas prices, that put a kink in travel and entertainment. We the American people, are resilient and we shall overcome. Those who make a living predicting the future, are very verbal that the third quarter of 2022 should be great. Many restaurants are claiming long waits for tables, and people are more than willing to spend more for a dining experience and are not complaining about

higher prices. Yes, the last two years were tough, but there is a light at the end of the tunnel, and if we look hard, we can see it, and if we look harder, we can see a bright light. The proverb "necessity is the mother of invention" proves true and the pandemic created the need for new products and services. In the last two years, we have seen so many new services and products surface, and we shall be a better country for it. On behalf of the HN staff, and myself, we wish everyone a healthy and prosperous 2022.

Cordially,



Ed Daniels  
Publisher & Editor-in-Chief ■

## MEMBERSHIPS & AFFILIATIONS

- American Chefs Federation
- American Chefs Federation - New York Chapter
- American Chefs Federation - Long Island Chapter
- Bread Bakers Guild of America
- Society for Hospitality and Foodservice Management
- The Partridge Scholarship Foundation
- Association for Healthcare Foodservice
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## HOSPITALITY NEWS

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# AMERICAN CULINARY FEDERATION HONORS TOP CHEFS & INDUSTRY LEADERS AT ANNUAL GALA

**A**s prestigious chefs in Long Island gathered for the ACF Gala event at Leonards in April — many memories were made, awards were given out, and recognition was shown for the tremendous tenacity these chefs possessed.

The ACF Long Island Chapter's President, Paul Jensen, led the night with amicable leadership and admiration for his peers. From seasoned chefs to upcoming students, those recognized were greeted with a round of applause for their continued service in the Hospitality Industry.

A surprise video presentation was given by the National President of ACF — Chef Kimberly Brock Brown. With class and benevolence, she guided the positivity and encouragement of those in attendance.



*Chef Frank Costantino and his wife, Ilene and two sons, Frank Costantino, Jr. and Chef Jake Costantino*



*Above, ACF President, Kimberly Brock Brown addresses the Gala*



*Ready Set Cook Team 1st Place Winner, Student Chef Vincenzo LaRocco*



*Chef Paul Jensen, President of ACF Long Island Chapter at the podium.*





ACFLI Student Member of the Year Award. left to right: Albert Bourdon, Danielle Ali, recipient Damien Ali, Lauren Ali and Gail Henn.



Gerard Molloy Chef Professionalism Award, left to right: award recipient Lenny Messina, Jr., Lori Messina, Lenny Messina Sr, & Gabrielle Messina.



Ready, Set, Cook Monroe Scholarship Winners, left to right; Damien Ali, Kenneth Banegas and Humza Hussain



The ACFLI Distinguished Alumni Award: Chef Chris Palmer and Associates from Crest Hollow Country Club.



ACFLI Industry Leader Award. left to right: Chef Andrew Greene, Craig Spencer and Mike Joseph



Chef Chris Palmer, pictured left with family, a native New Yorker from Long Island, spent the better part of his illustrious career on Long Island. Being an active advocate of the ACF, he has supported the organization and its mission. Chef Chris is certified with distinguished credentials with a long history of successes.

Currently he is the Executive Chef of the well-known landmark Crest Hollow Country Club in Woodbury, Long Island. Anyone spending just a few minutes with Chef Chris, can tell immediately this is a passionate and spirited Chef. Read more about Chris in the next edition. ■



# GLOVES FOR FOOD SAFETY

THE CDC ESTIMATES  
THAT APPROXIMATELY  
48 MILLION PEOPLE  
GET SICK FROM  
FOODBORNE ILLNESS  
EVERY YEAR.  
128,000 OF THESE PEOPLE  
END UP IN THE HOSPITAL  
AND 3,000 DIE.





**T**he five most common foodborne illnesses are norovirus, salmonella, clostridium perfringens, campylobacteriosis, and staph aureus. Approximately 25% of people and animals have staph bacteria on their skin and in their noses, which usually doesn't cause infections in healthy people. However, staph bacteria can make toxins that cause food poisoning. If someone with the bacteria prepares food without wearing gloves, and the food isn't heat-treated, the bacteria grow, toxins develop, and customers can contract a foodborne illness.

Wearing gloves while handling food requires a careful balance. As a food safety professional, it's disheartening to see servers wearing gloves but not changing them between tasks, such as, cleaning tables, handling money, or serving food. When you ask a food worker how often they change their gloves, many are quick to say between every task, but if you look into the garbage can or inventory at the end of the day, it is apparent that they aren't following protocol.

Unfortunately, most kitchen staff don't change their gloves often enough either. I recently observed a counter-person preparing bagels: one with whitefish salad and tomato, one with bacon and egg, and lastly, one with tofu. In all three cases, he touched the food with his gloved hands—the same gloved hands! He also used a knife, wrapped the bagels, wrote the price on them with a Sharpie, and wiped the counter with a cloth rag. He didn't change his gloves the entire time. In this case, the lack of glove changing is more than a sanitary issue where we have



to worry about salmonella, E.coli, and staph; we need to also worry about cross-contamination of allergens, be conscious about religious and cultural practices for people who don't eat pork, and consider the vegans among us who don't consume any animal products.

The federal food code states that, "Food employees may not contact exposed, ready-to-eat food with their bare hands and shall use suitable utensils such as deli tissue, spatulas, tongs, single-use gloves, or dispensing equipment." Handling ready-to-eat food that isn't going to receive any additional heat treatment is the most significant point that gloves should be worn in a kitchen. Many employees also like to wear them when handling dirty dishes, garbage, and cleaning to protect themselves.

Handwashing and wearing gloves prevents foodborne illnesses because they limit the cross-contamination of foods. Before putting on gloves, employees must wash their hands using an appropriate method. Studies show that most foodborne illness comes from employees not following proper food safety guidelines and is therefore preventable.

It's the food service manager's obligation to teach their staff about the proper use of gloves. My recommendation is to use color-coded gloves. Use green gloves for sanitation, purple gloves for clean dishes, clear gloves for ready-to-eat food, and yellow gloves for serving the food. ■

## BETH TORIN, RD, MA

CHIEF OPERATING OFFICER  
bettercallbeth.com

Beth Torin served as the Executive Director for the New York City Department of Health Office of Food Safety (NYCDOHMH) for 14 years.



# HOSPITALITY IN THE METAVERSE: ARE YOU READY?

**F**acebook converted all of its apps and technologies into a new company and brand called Meta in October 2021, and the “Metaverse” has since resurfaced as a buzzword. People want to know if we’ll soon be living in the metaverse.

## **SOME COMPANIES HAVE ALREADY GOTTEN INTO THE METAVERSE.**

It doesn’t take long for some pioneers to jump into the metaverse, and McDonald’s has already done so (Dean, 2022). On February 4th, the company filed ten trademark applications to the U.S. Patent and Trademark Office for both McDonald’s and McCafé, including:

- Virtual food and beverage products, including NFTs. (An NFT is a unique and non-interchangeable unit of data stored on the blockchain that can track a unique digital asset’s transfer, ownership, and properties, according to Napoli, 2021).
- Operating a virtual restaurant online with home delivery features.
- Online actual and virtual concerts.

The idea is that when people feel hungry while hanging out in the metaverse, they can just “walk” into a McDonald’s to place an order without needing to return to the real world. Then the food will be delivered to their door minutes later. Panera Bread also filed a trademark for “Paneraverse” on February 3rd, which also includes NFTs, virtual entertainment services, and a virtual reward program.

Other companies like Nike, Gucci, Microsoft, and Crocs are working on their offerings in the metaverse.

## **NOT EVERYONE IS BUYING THE METAVERSE IDEA, HOWEVER.**

Apple recently updated its privacy setting, allowing users to choose how they want to share their data. Google is likely to introduce a similar privacy setting as well. Many people choose to opt-out of sharing their privacy and data. Yet, for companies like Meta, collecting user data and knowing everything about a user is the core of their business model. Apple’s privacy settings update is one of the reasons attributed to Meta’s \$10 billion drop in recent revenues (Kelly, 2022).

## **WHAT CAN THE HOSPITALITY INDUSTRY EXPECT FROM THE METAVERSE?**

The metaverse removes the barriers between humans and machines. Companies can now “humanize” most robotic services in both the real world and the metaverse, which can be a win-win for customers and companies. For example, travelers may feel they are still getting the real human experience even if they are actually using automatic services. Companies can use AI-powered avatars to address the labor shortage challenge. Additionally, the metaverse can create a virtual workspace for work-from-home staff. Training and workshops can also be offered in the metaverse.

Are you ready to bring your business to the metaverse? If so, from which areas will you start? ■

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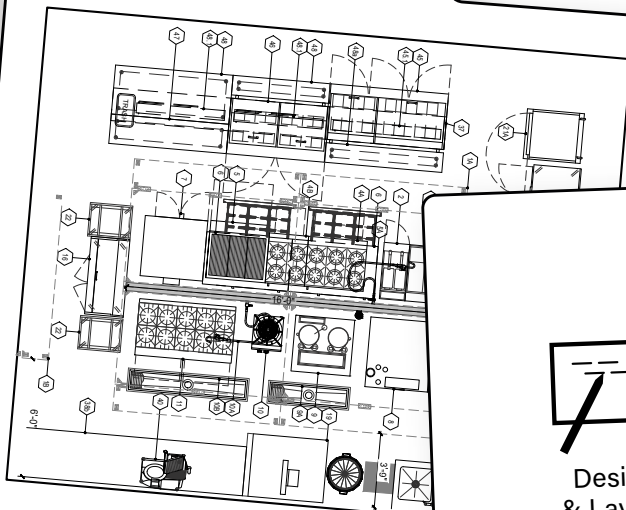




# The **recipe** for any commercial kitchen

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## SETUP ANY GHOST KITCHEN WITH MIDDLEBY MARSHALL WOW! OVENS

**T**he demand for pizza is unwavering. According to PMQ Pizza Magazine's 2021 Pizza Power Report, the total sales for independent pizzerias last year increased, and the annual pizza sales in North America will go up by 10% this year.

Fulfilling orders quickly, being flexible, and streamlining processes are essential in a ghost kitchen. Making pizza baked with Middleby Marshall WOW! conveyor ovens can help you with all of that and more in the growing ghost kitchen industry.

### PRODUCING FOOD FASTER

The speed at which a ghost kitchen can fulfill orders directly impacts their bottom line. An uneven conveyor oven bake, long temperature recovery times, and being limited to cooking one type of food at a time can reduce how quickly orders are processed.

WOW! conveyor series ovens utilize variable airflow technology allowing the operator to have complete control of the airflow in the baking chamber, making for rapid baking without burning. WOW! Ovens also cook pizzas 30% faster than other conveyor

systems and are stackable up to three units high, allowing more food to be cooked at once to improve throughput.

### PROVIDING MENU DIVERSITY

Food on the menu of pizzeria-style ghost kitchens doesn't only have to be pizza. Providing options, including garlic knots, breadsticks, wings, grilled chicken for salads, and calamari can provide additional revenue on top of pizza.

Cooking those appetizers is easier using WOW! Ovens split belts. With individual speed controls, the split belts allow kitchens to bake appetizers on one side and pizzas on the other so that orders with multiple menu items can be ready at the same time. Thus, saving time, increasing delivery speed, and ensuring food doesn't get cold waiting for the rest of the order to be cooked.

### GETTING A CONSISTENT BAKE

Nothing is more disappointing than anticipating a hot, cheesy pizza with your favorite toppings and then biting into raw dough. Maintaining consistent bakes on pizza and cooking your pizza at the correct temperature every time is improved with Middleby Marshall's WOW! optional hearth belt. ■



# *baldor* bite<sup>2022</sup>

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# SHFM CRITICAL ISSUES CONFERENCE GUEST SPEAKER MARC FUCHS

EXECUTIVE VP, SINGER M TUCKER

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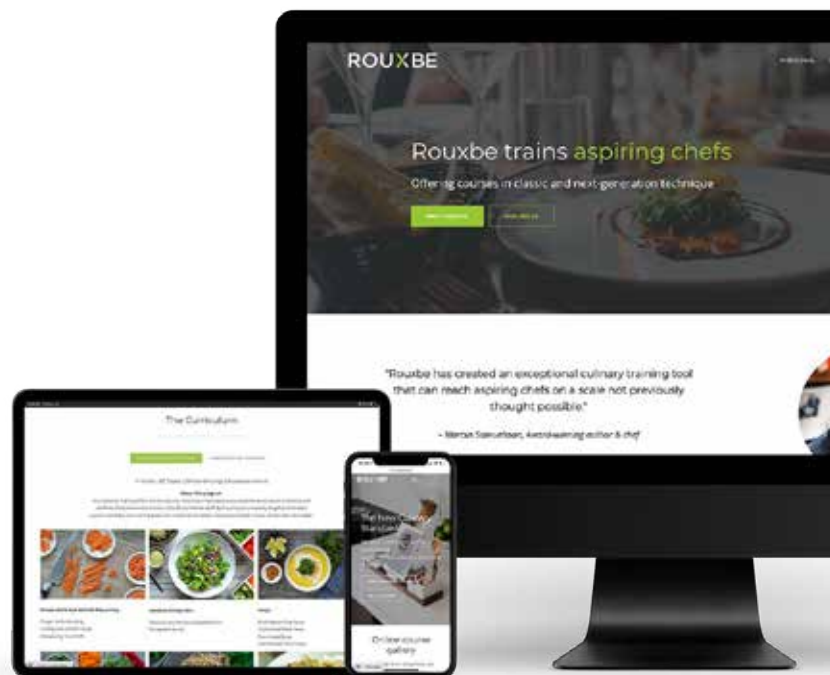
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# RESTAURANT ASSOCIATES CELEBRATES DIAMOND ANNIVERSARY WITH AN EYE TO THE NEXT 75 YEARS

INDUSTRY TRAILBLAZER MAINTAINS COMMITMENT TO INNOVATIONS IN DINING AND STANDARDS IN HOSPITALITY WITH NEW LEADERSHIP AND EXPANDING PROGRAMS



**R**estaurant Associates, known as a leader in on-site dining management and premium catering, is celebrating 75 years in the industry with new faces at the helm and an even deeper commitment to community, employee experience, and innovation that will continue to define the hospitality landscape for decades to come. The Diamond celebration underscores R/A's position at the forefront of delivering elevated, and coveted, workplaces and higher education dining experiences, as well as serving as the culinary prowess behind the food & beverage offerings at some of the world's most important and lauded cultural establishments.

Ed Brown has assumed the role of Chief Executive Officer. Drawing upon his more than two-decades at R/A and more than 30 years as a chef, Brown's focus will be on growth, with an emphasis on public restaurants. As the creator of several high-profile concepts within the R/A family, Brown will continue to bring his creativity and business acumen to the CEO role, further cementing the company's position as restaurateurs in addition to serving the world's leading workplace, education and cultural organizations.

Michael Gallagher, a European-trained chef with more than 25 years of experience in culinary and operations, will assume the role of Chief Operating Officer. A promotion from his previous position as President of Managed Services in which he oversaw R/A's corporate and educational dining accounts, Gallagher will focus on operational excellence and innovation across all divisions, bolstering the company's values of hospitality and culinary excellence.

Dean Martinus is serving as President of Catering Services, leading an integral piece of the R/A business after returning to the fold. Martinus began his career at R/A after graduating from Paul Smith's College and returns to apply his more than two decades of industry experience to overseeing the company's robust catering services in Boston, New York, Washington D.C. and beyond.

Rounding out the team is Einav Gefen, a new face at R/A who assumes the role of Chef/Innovator. The role is being passed between two acclaimed chefs, as Gefen receives the baton from Brown. She will be the second person to hold the unique title following Brown's 11 years in the role and her appointment further cements R/A's reputation as a chef-driven, culinary-first company. Gefen has worked in acclaimed kitchens across the globe including at Mul-Yam in Tel Aviv, Israel and Danal in Manhattan's East Village. Most recently Gefen served as the Corporate Executive Chef for Unilever, leading innovation and the roll out of new products among other duties. At R/A, Gefen will continue to drive forward a commitment to quality as well as augment sustainability, diversity and wellness initiatives.

"R/A was founded as, and continues to be, a restaurant operator. We've got three trained chefs at the helm who along with their business experience, lead from a chef's point-of-view," said Brown. "As we envision what the next 75 years looks like for us, the mantra of 'Once a Chef, Always Chef' couldn't be more true. We'll use the creativity, attention to detail and commitment to service that is ingrained in each



of us to keep disrupting the industry and delivering new dining concepts that will define the landscape for years to come."

As part of R/A's Diamond celebration, the company will be strengthening its commitment to community endeavors, inclusive staffing and supporting women- and minority-owned businesses as key pillars of their business strategy.

- A home for talent of all kinds, R/A makes inclusive recruitment a priority. To date, R/A has been one of the top employers for graduates from Hot Bread Kitchen, Job Path's Consortium for Customized Employment, Fedcap Rehabilitation Services Inc., C-CAP, Best Buddies and others.
- R/A continues to bring women- and minority-owned suppliers into the fold, consistently running pilot programs and full-scale launches with their one-of-a-kind products. Brands R/A works with include the likes of:
  - Matriark Foods: women-owned upcycler of fresh-from-the-farm produce that would have otherwise gone to waste
  - Atlantic Sea Farms: women-run, sustainable kelp aquaculture business
  - Lekka Burger: women-owned, chef-created vegan burgers

By 2023, R/A has committed to making 25% of its suppliers women—and/or minority-owned.

- The long-standing relationship with New York Common Pantry will continue to be a core initiative at R/A. The company supports food rescue efforts that benefit hungry New Yorkers. In the past three years, R/A has provided New York Common Pantry with more than 37,000 meals to help feed those in need.
- Internal cultural shifts designed to inspire wider industry transformation will continue to be a key part of the company's next 75 years and beyond. While equity and inclusion have always been priorities, R/A new partnership with Reframe (a tech enabled consulting and advisory company that helps organizations build more inclusive employee experiences at scale) has resulted in an ambitious intention to make even further advancements by 2023. These details will be shared as initiatives are rolled out.

Several other celebrations recognizing past, present and future leaders, momentous accomplishments and future commitments are planned throughout 2022. To learn more about Restaurant Associates and sign-up to receive details on future celebrations, visit: [www.restaurantassociates.com](http://www.restaurantassociates.com). ■

# RESTAURANT, FOODSERVICE AND SPECIALTY BEVERAGE PROFESSIONALS GATHERED IN NEW YORK

## WINNERS ANNOUNCED FOR SEVERAL CULINARY AND BEVERAGE COMPETITIONS

**A**fter a two-year hiatus, Clarion Events Food & Beverage Group, and the New York State Restaurant Association, held the co-located International Restaurant & Foodservice Show of New York and Coffee Fest New York at the Javits Center, in New York City, last week. The two events brought together hundreds of exhibiting companies and thousands of restaurateurs, foodservice and specialty beverage professionals, and provided hours of education through the Food & Beverage Academy. There were dozens of special events including culinary competitions, awards presentations, a visit from New York City Mayor Eric Adams and several networking opportunities.

"What a wonderful week, we are so happy that we were able to meet in person after a long two years. This was the last show held at the Javits Center in March 2020 before the pandemic began and the first one back with the Covid restrictions lifted," said Rita Ugianskis, Vice President, Clarion Events Food & Beverage Group. "Over the course of the three-day event, our attendees shared how much they enjoyed being back together at an in-person event and to be able to taste new food and beverage items, shake hands and learn together everything that makes a restaurant, food and coffee establishment operation successful. We received such positive feedback on the content in the education sessions and the opportunity to source new products from both shows and we thank our exhibitors, sponsors, speakers, attendees, media partners, supporting organizations and partners who helped to make these events a huge success."



Melissa Fleischut, CEO and President of the New York State Restaurant Association welcomes New York City Mayor Eric Adams

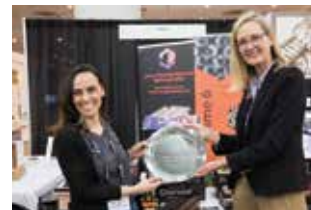
"This annual show and expo are so important to the state's restaurant industry, which supports hundreds of thousands of hard-working New Yorkers, and we are thrilled we were able to be back in person," added Melissa Fleischut, CEO & President of the New York State Restaurant Association, sponsor of the event. "We were also thrilled to welcome Mayor Eric Adams to the event and give him an opportunity to address our members, meet with dozens of exhibitors and sample some of the new plant-based food and beverage items that were showcased in the exhibit hall."

Below are the highlights and the winners from the various events.

The new Humanitarian Spotlight Award was presented via satellite to **Nate Mook**, CEO of World Central Kitchen for their outstanding dedication to providing nutritious meals to people in devastated regions. Nate accepted the award live from Lviv, Ukraine where he and WCK were on the ground feeding thousands of refugees escaping the war.



The Torch Award, given each year to an outstanding chef or restaurateur, was presented to **Anita Lo**, a Michelin star Chef, Iron Chef Winner, and Top Chef Masters competitor, and author.



Rita Ugianskis-Fishman, Vice President of Clarion Events presenting Torch award to Chef Anita Lo (top) and Best in Show for Pitch the Press award to Riki Franco of Prime 6

The Beacon Award which recognizes a woman leader who has truly served the industry through leadership, contributions, and inspiration was presented to **Millie**

**Peartree**, respected A-list celebrity personal chef, successful restaurateur, and cupcake extraordinaire. Millie founded Full Heart Full Bellies, a charity that provides meals for children and families in need due to COVID-19 related, canceled and/or limited food programs.





Best in Show for Pitch the Press was **Prime 6:** ([www.prime-six.com](http://www.prime-six.com)) for their highly dense charcoal providing over six hours of cook time.

The following companies were also selected for having innovative new products.

- **Abbott's Butcher** The "Next Generation" of Plant-Based Meats. Protein Rich, Balanced Macros including Spanish Smoked "Chorizo" Products.
- **Advanced Gourmet Equipment** for their Versa Pro 360 providing exceptional commercial gelato & ice cream products and services.
- **Better Earth** provides quality packaging solutions and services to customers around the world that address the industry's most pressing environmental concerns.
- **Bevivia Foods** for their PURPO, a dairy free cereal made with purple sweet potatoes. The company is committed to helping people with digestive sensitivities snack more nutritiously.
- **Choco** makes placing and receiving orders more efficient. Their intuitive app and web tools streamline operations for chefs, owners, and sales reps.
- **City Straws** By harvesting the highly oleic oil from the canola seed, the subsequent resin is born, and extruded into a perfectly functional drinking straw.
- **FigBrew** makes functional coffee alternatives from roasted fig. Roasted fig is part of a Mediterranean diet, healthy, and delicious. Full of antioxidants, vitamins, and minerals.

- **NCCO** for their Blu4est - the phenol-free, award winning thermal register roll. Thermal rolls made with Blue4est paper is free from BPA and BPS.

#### COFFEE FEST HAD TWO EXCITING COMPETITIONS AND AN AWARDS PRESENTATION.

**Latte Art World Championship Open** - Sixty-four baristas competed, bracket style, sudden death format which featured head-to-head competition as "a match" between the competitors. The 1st place winner was Sean Ben-Zvi; 2nd place went to Matthew Bolchi; and 3rd place to Woo Jae Lee.

**US Cold Brew Championships**, was a brand-new competition where cold brewers presented a still cold brew and prepared a signature cold brew drink to the judges. The 1st place winner was Tio Conejo, 2nd place was Shelburne Falls, and 3rd place was Kru Coffee.

The "Best of Fest," voted on by attendees, Winner: Lotus Energy Drinks White Lotus; Best Non-Consumable: Planetary Design Airscape; and Best Consumable: Torani Puremade Salted Egg Yolk syrup

The Daniel Lee Giving Tree Award, presented to a latte artist who best embodies gentleness and kindness to others as voted by fellow latte art competitors, was presented to Proph - Brooklyn, New York, a good friend and co-worker of Daniel.

## LADY LATTE SEEKING THE BEST COFFEE THROUGHOUT THE SHOW

Lady Latte, part of the Hospitality News team, circulated throughout the International Restaurant and Foodservice show interviewing many of the exhibitors that demonstrated interesting and innovative products.

For those who have not made it to the show, or made it but may have missed some of sites of interest, Hospitality News magazine will be showcasing products and service of interest in our upcoming editions.

Lady Latte, who is a coffee virtuoso, recently launched a podcast program and will be looking forward to talking about coffee manufacturers, distributors of coffee, and those who manufacture coffee and cappuccino machines. This will be a meaningful platform for those looking to grow their brand



Center Stage, included culinary demonstrations by Chef Jonathan Scinto, Chef Mareya Ibrahim, Chef Jehangir Mehta, Chef Stephen Yen, Chef Maria Loi, Chef Gennaro Pecchia, Chef Anita Lo and Chef Millie Peartree.

The winner of the Rapid Fire Challenge: Plant Based Edition was chef Reinhold Teuscher of CRCS Culinary Solutions who won \$1,000 for his Bami vegetable feast. The event was sponsored and moderated by Total Foodservice.

The winner for the Hip Sip: Battle of the Modern Bartender Competition – Cocktails & Coffee was Kristo Tomingas of Butterfly Cocktail Catering. He beat out 4 other competitors with his drink, a cappuccino martini, and won \$1,000 for the most creative and inventive mix of cocktail and coffee.

The Food & Beverage Academy expanded to offer workshops, including the New York Seafood Summit, Urban Aquaponics, Building a Better Future with Lessons Learned During the Pandemic (a keynote presentation by the NYSRA), a food and beverage trends presentation, and dozens of sessions delivered by subject matter experts who spoke on a variety of important topics for restaurant and foodservice professionals, coffee shop owners and those involved with healthy foods.

At the close of the Show, City Harvest, the world's first food rescue organization dedicated to feeding the city's hungry men, women, and children, were able to rescue 8,000 pounds of food.

The 2023 International Restaurant & Foodservice Show and Coffee Fest New York will be held March 5-7, 2023, at the Javits Center in New York City.

The International Restaurant & Foodservice Show of New York ([www.internationalrestaurantny.com](http://www.internationalrestaurantny.com)) has provided thousands of industry professionals with access to the hottest menu trends, state of the art design and decor, a renowned education program, special events, and hundreds of leading vendors and purveyors dedicated to serving the restaurant and foodservice community, since 1993. The show is produced in partnership with the New York State Restaurant Association ([www.nysra.org](http://www.nysra.org))

About Coffee Fest: Coffee Fest is a trade-only event serving the specialty coffee and gourmet tea industries since 1992. Coffee Fest draws more than 10,000 attendees, exhibitors and competitors a year, connecting regional coffee communities through regional tradeshow events especially designed for specialty coffee and tea professionals. For more details about Coffee Fest, to see the winners of Coffee Fest competitions and much more, visit [www.coffeefest.com](http://www.coffeefest.com). ■





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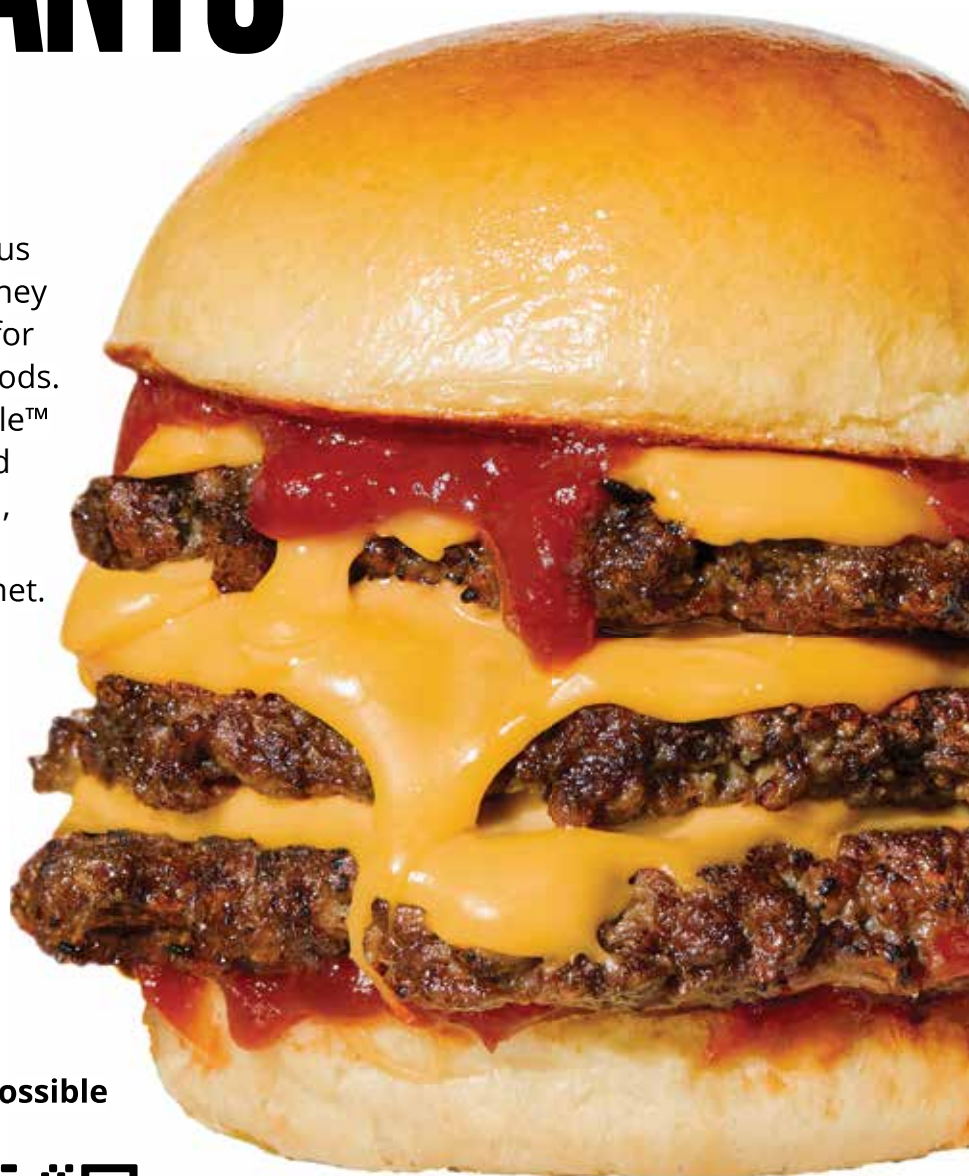
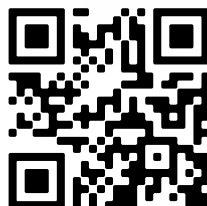
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1. USDA 80/20 ground beef contains 23g total fat per 4oz serving Impossible Burger contains 13g total fat per 4 oz serving.

# GRUB STREET: OFFICE WORKERS ARE FINALLY HEADING BACK.

## TIMES SQUARE BARTENDERS WILL DRINK TO THAT.

BY: CHRIS CROWLEY

**O**n a dreary Monday afternoon in mid-February, Times Square was looking a bit drab. Staring up at the buildings, you could practically count the number of office lights that were on, but you were more likely to be struck by how many were off. A couple of tourists were having a great time with the Naked Cowboy, but around 1:30, the area's lunch business looked slow. I counted four customers in John's Pizza, three in Carmine's, and maybe a couple dozen at Junior's. Some lunch places have looked okay, with construction workers piling into the Cuban joint, Margon, and about 20 people inside Los Tacos No. 1 — "We're doing all right, better than expected," says co-owner Kyle Cameron — but of all the hot dog and halal stands I passed, only one had any customers at all.

"There's just a number of things coming together that's causing a fairly significant decrease in business for everyone," says Adam Glenn, who owns the well-loved dive bar Jimmy's Corner. Business on one recent Thursday was relatively busy around 6:30, but there were still some seats open. "Before COVID," Glenn adds, "if you came in at six o'clock, you might not even be able to get in the door — we'd be a full bar, one- or two-people deep, every table in the back, and people still looking to come in."

Jimmy's, which has been open since 1971, is one of the most famous bars in New York, and places with less name recognition have had even more trouble pulling in business. O'Donoghue's Pub reopened last March, and owner Fregal Burke says it wasn't until November that they started to see any real business — which then dried up once Omicron swept through town. "New Year's Eve, 11:45, everybody went outside to see the ball drop and nobody came back in the doors," Burke recalls. "We got nothing in January — absolutely nothing. It was so quiet." He says business has started to pick up again — "We've been getting dribs and drabs" — but that without office workers, who made up the bulk of O'Donoghue's customers, "we're in serious trouble."

The effects of the pandemic have been particularly acute in this part of town, known mostly for its tourist-

targeting chains, but with a robust ecosystem of independent operators that also cater to the New Yorkers who used to spend time around 42nd Street. Now these owners say they are starting to feel more hopeful but are struggling to adapt when business is, at best, depressingly inconsistent.

For his part, Mayor Adams has lately waged a one-man campaign to get workers back to offices, lifting various pandemic restrictions and chiding anyone who still

works remotely, telling them, "You can't stay home in your pajamas all day." At a Times Square press conference announcing the end of the city's vaccine mandate, Adams continued his push, lamenting, "We have become so boring as a city," adding, "I want to become a city of excitement." And there are early signs that people are starting to return. Last week, The City noted that office occupancy in New York "finally ticked back up" over 30 percent. Single-day subway ridership also rose to its highest level since mid-December.

The question now facing business owners in this part of town is: When will it be enough? Absent office workers aren't the only thing hurting restaurants and bars. Tourism isn't expected to fully rebound until 2025, and both Broadway and hotels saw their numbers plummet in December and January. Hotel occupancy in New York fell mid-

December, from 81.5 percent of total capacity the week ending December 11 to 62 percent during the week of Christmas. "January occupancy for the city as a whole was 40 percent, the lowest in several decades barring last year," according to Vijay Dandapani, the President and CEO of the Hotel Association of New York City. He points out that midtown's hotels comprise "roughly 20 percent" of hotels across the city, adding, "I don't believe their occupancy was better than the citywide rate" but rather is likely lower, perhaps "considerably so," Dandapani says.

In mid-January, Broadway's box-office grosses, the New York Times reported, were "falling off a cliff." Some shows closed temporarily because of COVID cases;

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a number of others closed permanently. Capacity did increase throughout January, and grosses in February rose during the month's final week, but nevertheless remained below pre-pandemic levels.

"As you know, we are primarily a theater restaurant, so we're married to the theater," says Sardi's owner, Max Klimacius. After nearly two years of being closed, he reopened the restaurant in late December. Business in January, he says, was roughly half of what he saw in 2019, yet he strikes a hopeful tone: "Coming up in March, April, there are a lot of shows that are going to be opening up. By then I hope we'll be ready and be able to provide what is expected of us."

I stopped by Rum House — the popular cocktail bar in the Hotel Edison — at 6 p.m. on a Thursday and counted around 30 customers. "Are they making you come back to work?" I heard the bartender ask one patron. "No," she replied.

When I asked how business has been, the bartender said it felt like a typical Thursday. "It used to be jam-

packed; Broadway just pumping, pumping, pumping," he said. "Not just Broadway, but the hotels." Owner Kenneth McCoy says that toward the end of 2021, things had started to pick up — "We were actually doing kind of the same numbers that we were doing prior to COVID, and I was shocked" — but Omicron crashed the party. "Those last two weeks of 2021 were just," he pauses. "We were dead. We were totally dead."

But once again, there are glimmers of positivity (hotel occupancy has inched upward to pre-Omicron levels, for example), and once again they are tempered by the difficult reality of doing business in the city. "A line has started again," McCoy tells me. "It's basically back to pre-COVID, but our costs have gone up."

This, Glenn explains, is just the way things are now: "I don't think it's ever going to be 100 percent what it was, but I am hoping that enough things will come together that'll get pretty close." His business is back up, too, and getting better every day. "We're seeing things trending in the right direction," he says. "But there's still a long way to go." ■



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# SPICING UP EXTRA VIRGIN OLIVE OIL

## ESSEX MARKET: SAAD BOURKADI OWNER OF OLIVE & SPICE

WRITTEN BY: ELENI FINKELSTEIN

**E**ver wanted to dive into the world of exotic spices from Morocco? It goes without saying that spices are the perfect products to pair with Extra Virgin Olive Oil (EVOO) to compliment countless dishes.

Moroccan cuisine is one of the most ancestral and sophisticated cuisines in the world. The mixing and proportions of spices in the Moroccan cuisine evolved and got refined through centuries to become an art in itself. The variety and tastes of the spices are drafted from the Berber, Mediterranean, Andalusian, and sub-Saharan regions. The spices of Moroccan cuisine have also been said to protect against acute and chronic diseases. Organic spices can have antioxidant, anti-inflammatory, antitumorigenic, anticarcinogenic, and glucose and cholesterol-lowering benefits.

The variety goes from basic spices like smoked paprika and rosemary to exotic spices like Ras el Hanout, meaning "top of the shelf," which is a Moroccan mix of thirteen different spices to use

on lamb, tagines, lentil soup, and countless other traditional dishes. A most popular spice is called Za'atar and is a Lebanese mix which can be used on most dishes, including a simple sprinkle on pita bread with Extra Virgin Olive Oil to be toasted in the oven. Another popular product, Afghani Saffron, makes miracles on rice dishes or stews.



ESSEX OLIVE & SPICE HOUSE

Alongside genuine Moroccan EVOO, these spices can make delicious Balsamic Vinegars aged 12-50 years and an impressive assortment of oils and spices from a multitude of origins.

In summary, food needs Extra Virgin Olive Oil and spices to really take it to the next level of flavor. Essex Olive & Spice, who recently celebrated their 5th anniversary, have become successful in this field.

Olive oil is an essential pillar of cooking, and is often complimented by its pairing with unique spices. It is the key ingredient to Moroccan cooking and dishes of other cultures all across the globe! ■



PHOTO BY KEIR RYAN

# LIFTING FOODSERVICE

## A PROFILE OF RON EHRHARDT

**R**on Ehrhardt already has many successes under his belt, including being a former President of the SHFM. He can now also claim the distinguished honor of having set both the AAU New Jersey State and World Records on March 26th, 2022, with a RAW Bench Press of 363.76 lbs. Ron was also recently inducted into the New Jersey Strength and Power Hall of Fame. For those that know Ron, these achievements came as no shock; when Ron commits to something, he stays with it like a bulldog.

Ron Ehrhardt is also very proud Hall of Fame member of the World Natural Powerlifting Federation. He has won numerous National and World titles in two different weight class divisions over multiple decades. He has won numerous Best Lifter Awards, most notably at the 2016 World Championships.

At the 2004 Society for Hospitality and Foodservice Managements National Conference, Ron coordinated a

charity bench press exhibition at the Baltimore Ravens Stadium. He bench-pressed 460 lbs and raised \$12,000 for the Baltimore and Maryland Food Banks. He also competed in an invitation-only Bench Press exhibition for the New Jersey Special Olympics, helping to raise \$3,000 for the organization.

Ron volunteers his limited spare time judging Powerlifting Competitions for the World Natural Powerlifting Federation, Skiba's Gym in Carteret, New Jersey, and Pump Fitness in Monroe, New Jersey.

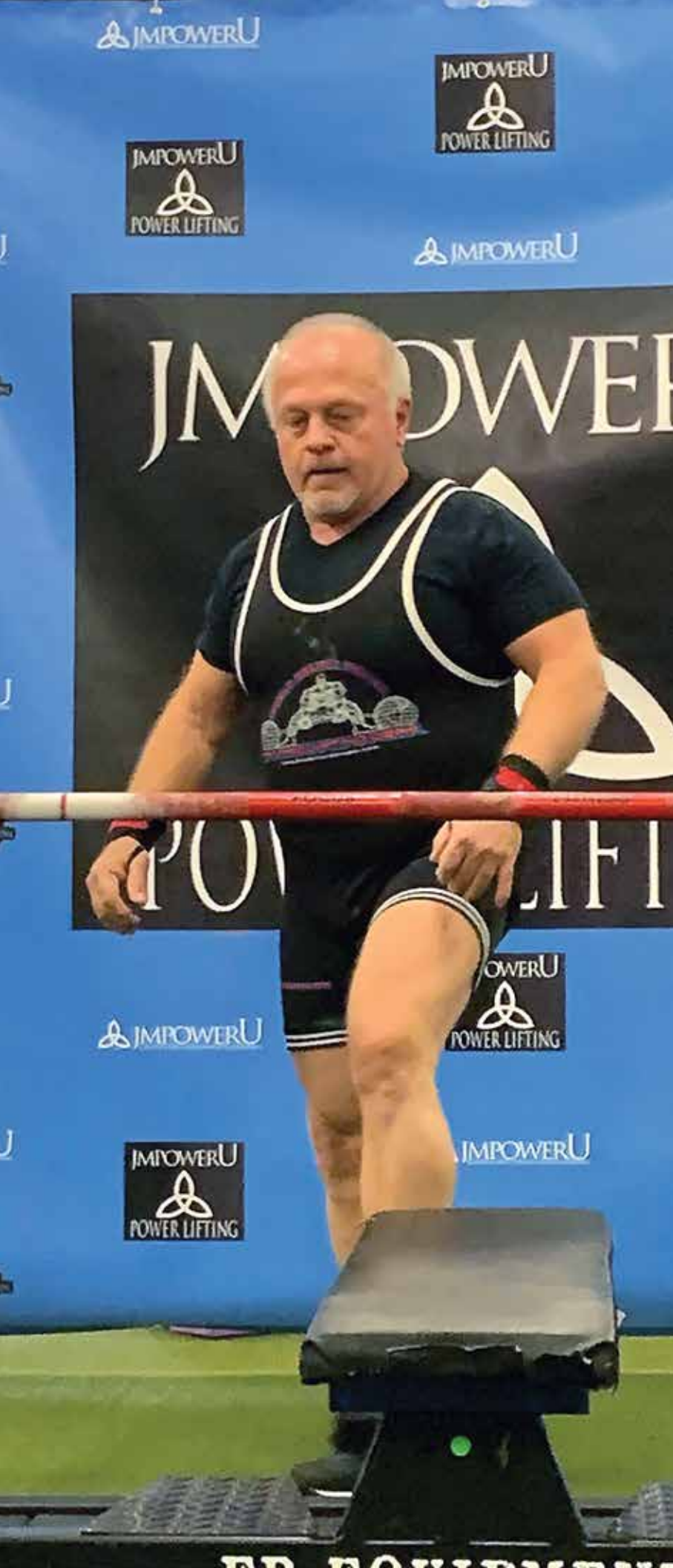
Ron is well known in the foodservice world and has earned many awards for outstanding service to the industry at large, as well as many organizations he has served within it. Ron's current position is as the Vice President of Safety, Strategic Risk, and Growth for Compass Group North America. In this role, he is responsible for implementing Workplace Safety, Food Safety, and COVID 19 operational safety protocols for new large business contracts.



### RON'S OTHER BENCH PRESS RECORDS IN THE WORLD NATURAL POWERLIFTING FEDERATION (WNPF)

- New Jersey State 220 lb. weight class, 45-49 age Open Division 475 lbs.
- New Jersey State 220 lb. weight class, 50-54 age RAW Division 385 lbs.
- New Jersey State, National, and World Bench Press records 198 lb. weight class, 55-59 age RAW Division 375 lbs.
- New Jersey State and National Record Bench Press Body weight for 23 Repetitions.
- New Jersey State Bench Press record 220lb. weight class 55-59 age Raw Division 365 lbs.
- New Jersey State Bench Press record 220lb. weight class 60-64 age Raw Division 340 lbs.





Ehrhardt, a 2006 winner of the International Foodservice Manufacturer Association's Silver Plate Award, was previously National Director of Foodservices for Prudential Financial, headquartered in Newark, N.J.

#### INDUSTRY AWARDS/CERTIFICATIONS

- Serve Safe Sanitation Certification - Valid thru 2024
- National Restaurant Association Food Service Management Professional FMP Certification
- NAFEM Doctorate of Food Service (DFS) 2004
- Food Management Magazine National "Best Concepts Award Winner for Best Renovation" - 2006
- International Foodservice Manufacturers Association (IFMA) "Silver Plate Award for Operator of the Year" - 2006
- Society for Foodservice Management's Richard Yasmael "Distinguished Service Award" - 2007
- Society for Hospitality and Foodservice Management's "President's Award" - 2008
- Society for Hospitality and Foodservice Management's "President's Award" - 2011
- Society for Hospitality and Foodservice Management's Lifetime Achievement Award - 2013
- Society for Hospitality and Foodservice Management's "President's Award" - 2016

#### COMMUNITY AND CIVIC INVOLVMENT

- Community Food Bank of New Jersey Board of Director, March 2012 - 2016
- Rebuilding Together National Charity Board of Directors 1999 - 2006
- United States Air Force Hennessy Traveler 2001

#### PROFESSIONAL/INDUSTRY INVOLVMENT

- Society for Foodservice Management (SFM) President 2004, President-Elect 2003, Treasurer - 2002

# OPTIMIZING MENUS IN A POST-PANDEMIC WORLD

**W**ith cases on the decline and relaxing of protection measures, there is great hope for new opportunities for dine-in foodservice operations. Let's think carefully about post-pandemic hospitality and make sure your menu is written for success - whether it's dine-in or takeout. A good menu mix is strategic and balanced, driving sales and profitability. I believe menus must continue to be smart and efficient in 2022, but menus will require periodic reviews for optimization.

When optimizing your menu, it is important to include your signature items and best sellers of course, but what about the rest of the menu? In this age of mobile ordering and easy access to technology to "check out" your menu, make sure you can satisfy a wide variety of consumers with fewer items that you can produce reliably as the supply chain and labor markets stabilize.

Top of mind for restaurateurs is supply chain. Go more local in your purchasing and be sure to call out local sourcing on the menu. Menus should be constructed to cross utilize ingredients as much as possible. Be sure to balance the number of proteins so that you can be sure of having available options on hand if one protein source is temporarily interrupted.

Offering fewer menu items leads to better cost control and isn't necessarily bad for the guest. An optimized menu might have fewer items, but fewer items are easier to reliably produce with existing and/or new staff. Menus need to be easy for customers to order online and when dining in to improve throughput when productivity per employee needs to be high. With labor shortages, training to a streamlined menu makes sense.

In this post-pandemic world, there is now more focus on health and immunity boosting foods. "Better for you" menu items are hot according to The National

Restaurant Association's annual, "What's Hot Culinary Forecast". Professional chefs that were surveyed predict that 2022 restaurant menus will place a greater emphasis on healthy living, with immunity boosting foods and plant-based foods being part of the top ten trends for 2022. Immunity boosting foods like extra virgin olive oil, tomatoes, nuts and seeds, even dark chocolate, can be highlighted as a better-for you option on your menu. Have a professional, like a registered dietitian, help you find the already existing superfoods on your menu or suggest new additions. Make sure you promote the delicious better-for-you options on your social media and marketing channels.

Plant-based menu items will be important in menu planning this year. Americans are planning to eat more plant-based foods, according to a 2021 report by FMCG Gurus. While a relatively small percentage of consumers are vegan or vegetarian (~15 %), 60 % say they eat a meatless meal at least once a week. Work plant-based options into your menu to attract those consumers that want to eat less animal protein. Remember that plant-based menu items can give you less expensive alternatives that can offset the supply chain and pricing issues sometimes experienced with animal-based proteins.

As you plan your menu, make sure you have available options for customers with special dietary needs. One person who is concerned about your menu can veto the entire party. Allow customization of menu items, use cleaner label ingredients with fewer allergens, and intentionally create menu options that can work for a broad range of needs.

An optimized menu will position you for success, and we are all ready to emerge from the pandemic doing the things we love again, with full dining rooms and busy kitchens. ■

**LISA EBERHART, RD, LDN**

*DIRECTOR OF NUTRITION AND  
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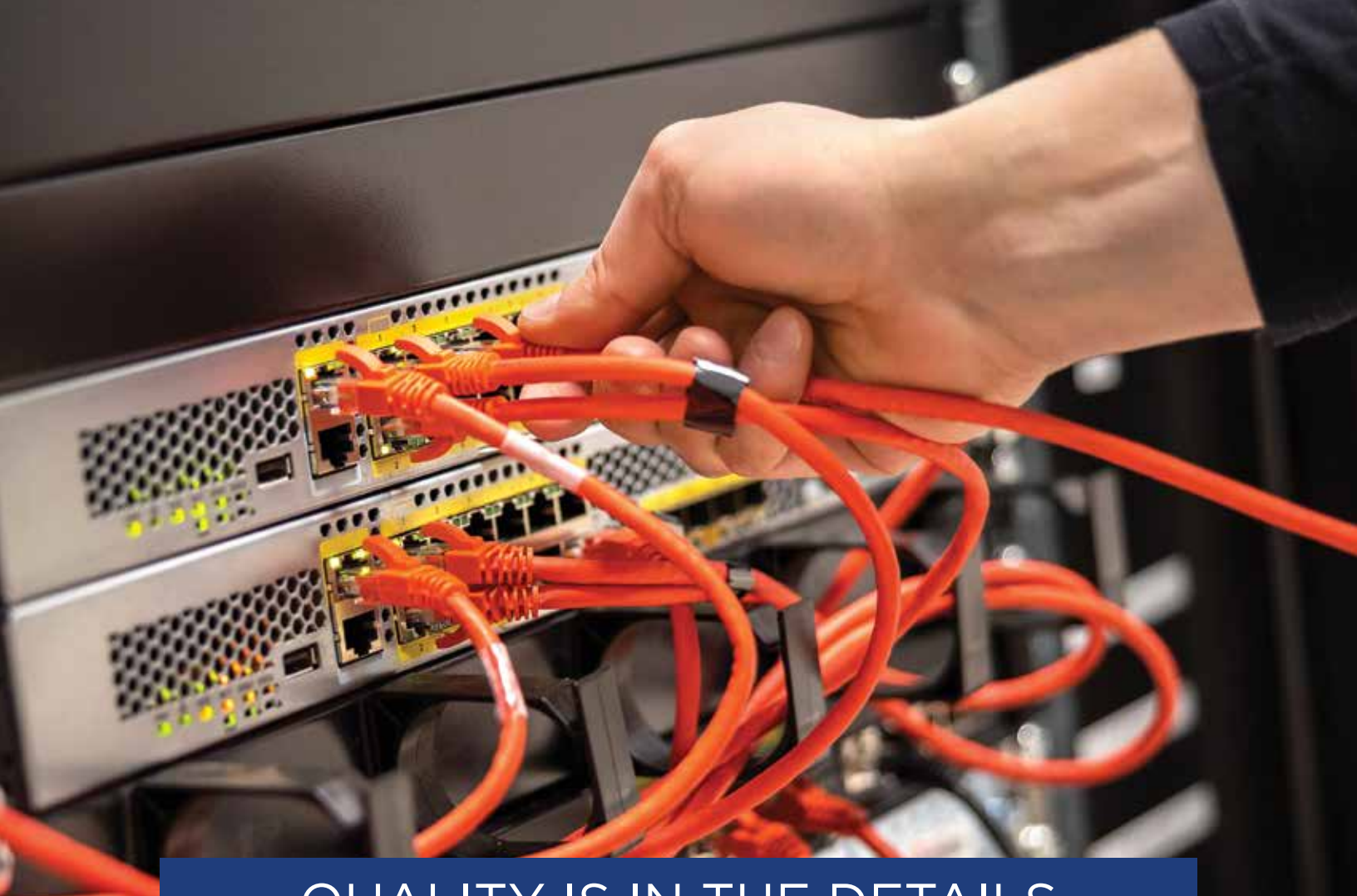
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# THE POWER OF HEALING

## A CONVERSATION WITH DR. VERONICA McLYMONT



**F**ood is medicine. It's one of my mantras!" says registered dietitian Dr. Veronica McLymont. She was one of the experts chosen for an initial workgroup by the Academy of Nutrition and Dietetics to disseminate information about the Nutrition Care Process and Model to other dietetics professionals and support its successful national launch.

Dr. McLymont explains that the Nutrition Care Process (NCP) is now widely used in various settings, primarily healthcare. It is a systematic method that dietetics and nutrition professionals use to guide them in improving the quality of nutrition care and outcomes for their patients or clients.

Other healthcare disciplines such as nursing and physical therapy already had their own unique care processes, so the Academy of Nutrition and Dietetics (at the time, the American Dietetic Association) adopted the Nutrition Care Process in 2003. The process has become a part of patients' and clients' medical records.

Being one of the original workgroups of registered dietitians to establish the program locally as well as nationally proved to have challenges along the way. However, Dr. McLymont was able to combat these hiccups by prioritizing proper training and practice sessions for her team and other healthcare professionals. "Although it was new at the time, it was grounded in evidence-based research, used standardized language, and had a different methodology. The care was not cookie-cutter; it was tailored to each patient's and client's needs."

Dr. McLymont worked tirelessly to help launch the program by regularly attending the many Training sessions and meetings established by the Academy.



This proved to be most valuable, as she would often receive calls from other hospitals looking for guidance on launching the program.

While food is not a sole replacement for western medicine, a systematic program such as this allows medical professionals, patients, and clients to better recognize the significant benefits of proper nutrition. There is a mountain of research showing that certain foods and dietary practices can increase or decrease disease risk. For example, eating patterns that include foods rich in antioxidants, fiber, healthy fats, and plant-based are vital for optimal health, can drastically improve certain medical conditions, and reduce the risks of others. On the other hand, diets high in sodium, sugars, bad fats, red meats, and processed foods can have detrimental health effects.

Dr. McLymont has ventured into success outside of the nutrition community as well. Her 2018 book, *Embrace Your Best Self - Fabulous & Healthy After 50*, hones in on how to live your life to the fullest during the decades we may dread the most. The idea to write a book stemmed from the long commutes into the City that she used to

**“Although it was new at the time, it was grounded in evidence-based research, used standardized language, and had a different methodology. The care was not cookie-cutter; it was tailored to each patient's and client's needs.”**



# THROUGH FOODSERVICE

take when she would write to pass the time. She explains that it was a close friend who encouraged her to embrace the next chapter of her life as they talked about turning fifty. Her writing ideas were solidified in the book, which she says was "a labor of love." She feels the book provides a good perspective about how this time in women's lives is so much more worthwhile. The book, she says, advises women how to age gratefully and gracefully.

While Dr. McLymont is looking forward to retirement, she encourages newcomers to the foodservice industry to experiment with different sectors to discover what they are most



passionate about. She also strongly pushes for people in the industry and public sector to seek out registered dietitians/nutritionists (RDNs) for the most credible and up-to-date nutrition information.

Lastly, Dr. McLymont wants to remind the next generation of professionals that it is okay to switch jobs, and when one door opens, even if it's just a crack, wedge your foot in and open it wider! After years of success in the nutrition world, Dr. McLymont is definitely looking forward to her own next chapter of life. She is excited to travel, spend time with her daughter, the rest of her family and friends, and of course, keep enjoying beloved cups of tea with fresh ginger! ■

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# THE RESURGENCE OF THE MODERN



In 1902, Horn & Hardart opened the first Automat in Philadelphia at 818 Chestnut Street, where passersby can still find the original “Automat” sign today. Ten years after the success in Philadelphia, the company opened stores in NYC. While many consider the automats to be the first iteration of a quick-service restaurant, they differed from our current fast-food establishments

Elegant seating, art deco architecture, and an element of sophistication meant that patrons from all social classes ate in these affordable food halls. The Automat merged home style, self-service food with technology in a way that Americans had not experienced.

At its peak in the 1950s, Horn & Hardart operated over 100 locations in New York City alone. The chain of automats fed over 800,000 people a day, making it the world’s largest restaurant chain. The rise of fast-food restaurants and drive-throughs of the 1960s marked the decline of Horn & Hardart’s Automat, and by the early 1990s, their final restaurant had closed.

The automat concept is making a resurgence today,

given the desire for contactless pickup and convenience. Spurred by the COVID-19 global pandemic, customers’ behaviors have changed.

From “drive-up” options at Target and Walmart to ordering through apps like DoorDash and GrubHub, people want convenience. To evolve with this new demand, RPI Industries developed a locker system and formed a partnership with Panasonic.

ONDO is a temperature-controlled locker system for contactless food pick up and is similar to the Automat. What makes these lockers different is that each locker can toggle between hot, cold, or ambient temperatures at the flip of a switch. ONDO’s patented technology also includes touchless doors, which make the unit a completely hands-free experience, differing from the coin-operated doors of the automats.

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# AUTOMAT

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An ONDO installation at a university has delivered over 16,000 orders in one semester and solved the problem of overcrowding and long lines. ONDO food lockers are available in a wide variety of configurations, and the modular build allows for simple integration of different-sized lockers. This can come in handy for large orders or even catering trays. Lockers can be loaded from either the front or rear, making them convenient as a standalone option or when backed up against a

kitchen. Installation can be entirely indoor or outdoor-facing, which is a game-changer for tight spaces. Businesses can also customize their units to match their branding and have the option to integrate the lockers with the current POS system.

People are demanding food quality and convenience, and owners of restaurants, supermarkets, food halls, stadiums, cafeterias, convenience stores, hotels, and casinos are responding with ONDO. ■



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# TAKING OVER THE FAMILY BUSINESS

Ivan Weiss

**PRESIDENT & CHIEF OPERATING OFFICER.**

**E**lite Studio-e is pleased to announce that Ivan J. Weiss, CFSP, has been promoted to President & Chief Operating Officer. He brings an energetic entrepreneurial spirit to the position and nearly 25 years of industry experience.

"I could not be more honored to accept the position of President & COO for Elite Studio-e. Coming from a family of entrepreneurs, it has certainly been my career aspiration," says Weiss. "My goal now is to take the reins and lead the company into the future by building on the success and achievements of the past 22 years."

Since the company was founded in 2000, Ivan has been involved in every aspect of the company — design, project management, sales, finance, contracts, and literally everything in between. In his former position as Executive Vice President and COO, Ivan was responsible for bringing the company to the forefront of current creative trends and never-ending solutions to the rapidly changing on-site foodservice industry. He oversaw the blending of traditional in-house foodservice design with the added services traditionally "By others" of interior and graphic design, all under one roof!

Throughout his career, Ivan has had projects written up in Food Equipment Reports and Food Management, and he has been interviewed for several business blogs and podcasts. An active member of the Society for Hospitality and Foodservice Management, he has spoken at several of the organization's events, including the Critical Issues

Conference and National Conference; has led peer groups; and written articles for some of its publications.

Ivan holds a bachelor's degree in Business Management Economics from Stony Brook University. "Ivan has been by my side since day one of starting the business. He possesses the qualifications and expertise to grow Elite Studio-e into an even greater, more successful organization," said the company's Chair, Founder and CEO.

Elite Studio-e is a design, build and consulting firm specializing in foodservice and hospitality solutions across North America. For more information about Elite Studio-e, contact Marcy J. Weiss, Director of Marketing, at [mweiss@elitestudioe.com](mailto:mweiss@elitestudioe.com) or 631.420.9400 ext. 114. ■







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- Foodservice Equipment
- Installation & Provider
- Millwork & Custom Fabrication
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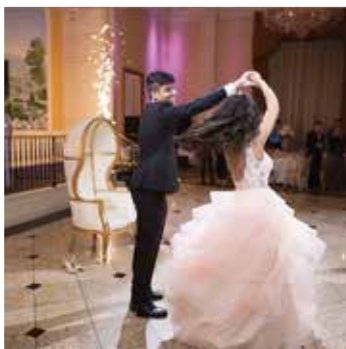
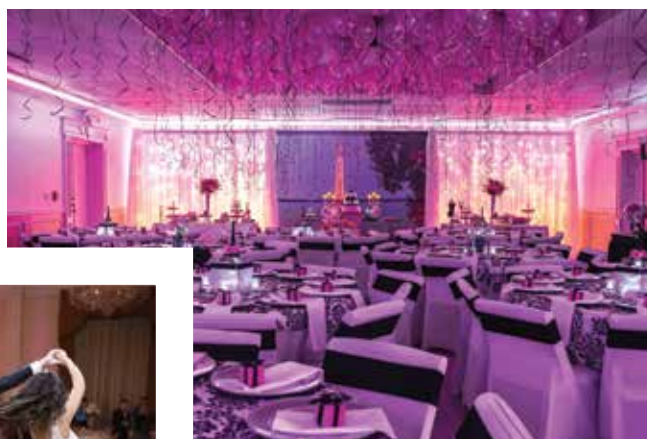
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## PRESIDENTS QUARTERLY

**G**reetings and welcome to my first Presidents Quarterly. It is hard to believe that we are quickly approaching the end of March. It feels like it was just yesterday when we were together at Amelia Island. I want to thank our immediate Past-President Damian Monticello once again, for his leadership and guidance last year. And for creating such a fun and welcoming conference, as we finally returned to in-person events.

Looking back over the first three months, I am excited and extremely grateful for the outpouring of support and assistance. Our committees are packed with engaged members, and the work they are doing is already starting to bear fruit. In fact, our first in-person locals have included New York City, Chicago, and Charlotte, all with strong attendance, and we have two more Locals scheduled in Florida and one in Denver, both new markets for our Local program. Our Conference teams, both CIC and CPC, are hard at work developing powerful and important content for their respective events, and we are also looking forward to hosting our popular NRA breakfast once again in Chicago. The Brand Task Force is currently working on some final details and recommendations to help properly position SHFM in the market so that we can reach a wider and more diverse audience.



The Foundation is also hard at work developing and enhancing our student chapters, and as we continue these efforts, I hope that each of you will lean in and step up to help mentor our future industry leaders. After another successful and record-breaking Hunger Games in December, the IAB has already started planning for this year's event. I cannot wait to see what challenges await us in Denver and, most importantly, the positive impact we will make on a deserving charity. In the coming months, I will highlight the work of our other committees and provide updates on our strategic initiatives.

While it appears that the worst of the pandemic is behind us, I would encourage everyone to continue using care and diligence as we begin the steady return to our new work and life routines. We need to remember that everyone's journey over the past two years has been impacted in different ways. The return to office will also present some challenges as we continue to experience labor and supply chain issues, and as we seek to understand the expectations of a new hybrid workforce. Knowing that I have this community of like-minded professionals to lean on is both encouraging and rewarding. I hope that each of you feels the same way.

I look forward to seeing all of you very soon at the various events we have planned throughout the year.

In Good Health,

Rob Gebhardt  
SHFM President ■

BY BERNARDO NOTARGIACOMO



**W**hen Pilar Rigon, Executive Chef and Co-founder of Mille Nonne, first arrived in the US, she was in her 20s, and she was a guest of a family friend in Fort Lauderdale, Florida. But it was only in New York City that Pilar felt her life was going to change.

In the early 90s, New York City was a totally different place. It was vibrant, as usual, but also more adventurous and challenging. Everything was new, and no place in the world was comparable to New York City for diversity, multiculturalism, sources of inspiration, music, and flavors. It was a continuous stimulus for the eyes and all senses.

Pilar decided to stay after falling in love at first sight.

The desire to experiment with new tastes and recipes was in her DNA, and she has been passionate about food and cooking since childhood. Everything started at the age of five when her mom, Giovanna, began teaching Pilar how to pick fresh ingredients at local markets in Italy. It was a magical game involving all senses: touching veggies and fruits and learning everything about their texture, scent, and colors.

"When I got there, I had with me a notebook handwritten by my mother with all the best recipes she knew," explained Pilar. "A priceless treasure that I still keep with me."

"I started working in the restaurant business first as a coat-check, then as a hostess, welcoming customers upon their arrival," continued Pilar. "I discovered that the restaurant was an environment that I liked very much. So, with a friend, we decided to try to open one."

She continues, "After some time we decided to open a real restaurant, Il Bagatto, downtown in the East Village, an area very different from what it is today. It was a great success. The place was always full of people and we were very busy until late at night. It was a kind of crash course in business management."

Pilar explains the background of Mille Nonne, "whose name wants to pay homage to our roots but also to propose a journey towards the future of cooking, is a company that is based on respect, sustainability, on the idea of always being zero waste. An approach that today seems as necessary as trendy, while it has always been in the DNA of our tradition."



I realized that it was necessary to explore alternative routes and this vision opened my mind towards experimentation. From there, new recipes were born that now bear the signature of Mille Nonne, and are very popular with our customers." ■





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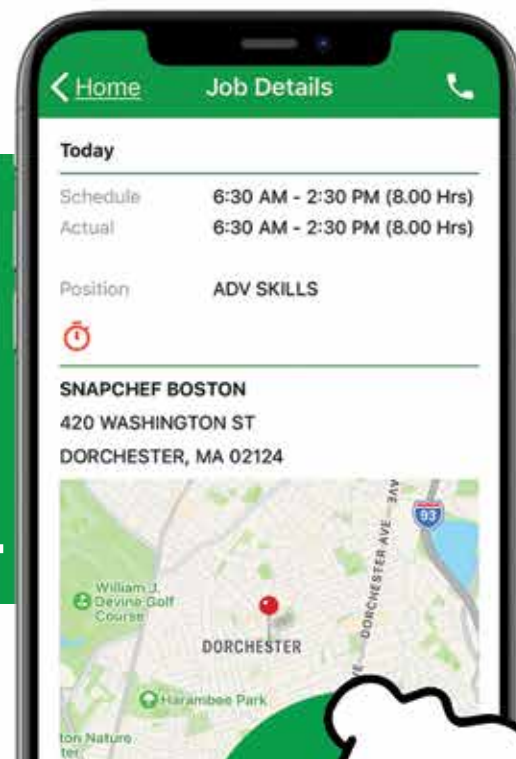


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# WILL OUTDOOR DINING BE IN-DEMAND AFTER THE PANDEMIC?



BY: LINCHI KWOK, PH.D.

In early February, two New York City Council committees overseeing zoning and land use voted in favor of permanent outdoor dining (Meyer, 2022). The zoning changes are the first step towards permanent alfresco dining in NYC. A further vote, including all fifty-one Council members is scheduled for February 24.

## WHY DO WE NEED OUTDOOR DINING?

Prior to the pandemic, restaurants in NYC operated in narrow districting zones. The emergency Open Restaurant Program was introduced during COVID-19, allowing restaurants to use sidewalk-adjacent and curbside space for outdoor dining. By one estimate, the measure saved about 100,000 jobs during the pandemic.

## WHAT'S THE TIMELINE TO MAKE OUTDOOR DINING PERMANENT IN NYC?

According to the city's website (NYC.gov, n.d.), legal actions including an amendment to the zoning text, changes to local law, rulemaking, design, and application details will take place between Fall 2021 and Fall 2022. The permanent program application is scheduled to open in Winter 2022 before it launches in 2023.

## WHAT ARE THE PUSHBACKS TO OUTDOOR DINING?

Opposers to the plan cited sanitation, noise pollution, pedestrian safety, designing, accessibility, and enforcement as primary concerns. However, both restauranteurs and customers want outdoor dining. A survey reveals that 95% of NYC restaurant operators believe outdoor dining was "very important" to their survival over the past two years. Moreover, 91% say permanent outdoor dining is "very important" to their future survival (Kelso, 2022).

NYC is not alone. From San Francisco to the East Coast; restauranteurs nationwide want outdoor dining to stay after the pandemic (Sun, 2021). Some places, like San Diego, have begun issuing permits that grant restaurants the privilege for a fee.

Outdoor dining is also known as "al fresco dining" or "dining al fresco." Although the term actually means "in prison" or "spending time in jail" in Italian, the practice is trendy in Europe, especially during summer.

Do you want outdoor dining to stay permanent in the United States? ■

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# RECOVER 2022: WHICH PART OF THE WORLD



BY: LINCHI KWOK, PH.D.

**T**ravel and tourism are destined to recover. New research by the World Travel & Tourism Council shows that the industry is expected to generate \$8.6 trillion globally, just 6.4% below the pre-pandemic levels (O'Hare, 2022). Countries have different agendas for reopening, however, which may lead to an uneven pace of recovery.

## **NORTH AMERICA**

There are no quarantine restrictions for people traveling to the U.S., although travelers might be asked to show a negative result from a recent COVID-19 test (e.g., within 48 hours) before getting onto an airplane. Canada announced that it would open its border to fully vaccinated international travelers starting February 28 (Scherer, 2022). Inbound travelers still need a rapid antigen test, which is cheaper and provides results within minutes, in lieu of the traditional molecular test.

## **EUROPE**

Denmark, having an 81% vaccination rate, was the first E.U. country to lift all COVID-19 restrictions. According to a recent BBC update (2022), the U.K. is also in the

phase of removing all COVID-19 restrictions, starting as early as February. COVID tests have been waived for fully vaccinated travelers in the U.K. This applies to both pre-departure and on arrival. Furthermore, soon people in England will no longer need to self-isolate, even if they have COVID symptoms or test positive. A few other European countries have also announced plans to ease their travel restrictions, especially for vaccinated travelers.

## **CENTRAL AND SOUTH AMERICA**

The Dominican Republic removed all COVID-19 restrictions, starting on February 16 (Hulme, 2022). Mexico and El Salvador have also removed entry requirements.

## **AUSTRALIA & NEW ZEALAND**

Australia planned to reopen its border to leisure and business travelers with some restrictions, starting on February 21, although the state of Western Australia, home to Perth, will still not be open to either foreign or domestic tourists (Pitrelli, 2022). New Zealand rolled out a five-step phased reopening plan, likely to welcome international travelers in July or after. Upon



# WILL TAKE THE LEAD?

arrival, self-isolation for 10 days is still required in New Zealand, even for vaccinated travelers.

## ASIA

The Philippines reopened its border in early February after a two-year ban on foreign travelers. In place of facility-based quarantines, vaccinated travelers are only required to self-monitor for seven days. Likewise, Bali and Indonesia are now open to vaccinated international travelers. Other places like Mongolia, Singapore, Thailand, and Vietnam are also on the list of countries easing travel restrictions.

## AFRICA

Morocco reopened for tourists on February 7, but with strict measures (Fox, 2022). For example, travelers

will need a vaccination pass issued by the Moroccan government. Among other measures, they must also show a negative PCR (polymerase chain reaction) test result, taken within 48 hours from departure, to pass the board and stay in the country. While more reliable than the antigen test, PCR tests indeed take longer.

All in all, countries are taking different measures as they slowly reopen for business and leisure travelers. Meanwhile, countries like China still hold a strict policy called “zero-COVID.”

Without a doubt, travel and tourism activities will return to the places that open their borders sooner than those having zero tolerance for the Coronavirus. ■



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# CHANGING THE WORLD, ONE COOKIE AT A TIME

DOWN SYNDROME WONT SLOW COLLETTE DIVITTO DOWN.

Some people are born to change the world, and Collette Divitto is one of them. Born with Down Syndrome, this Connecticut native quickly developed a passion for baking after taking classes in high school. One cookie after another, she built a thriving business on her own.

Proving that nothing stands in the way of sheer drive and determination, Collette has now sold over 400,000 Colletley's cookies and gives back to the community in any way she can. Currently employing 15 people, several with disabilities, she says: "No matter who you are, you can make difference," believes Collette. She adds, "I was not only determined to show everyone how capable people with (dis)abilities are, but my mission is to open production facilities across the country and employ thousands of (dis)abled people!"

Since then, this young entrepreneur has been featured on countless media outlets, such as CNN to Good Morning America and most recently, People magazine. Her hard work and perseverance never cease to amaze the public and inspire anyone who stumbles on her story.



However, even with this newly achieved fame and recognition, she still faces struggles, some more frustrating than others.

To date, her greatest one is undeniably the false assumptions that others project onto her and their inability to take her seriously. As someone who has set up a company on her own, it pains her to see new inquiries come in, directed to other members of her team instead of herself.

**Colletley's**™  
Changing the World One Cookie at a Time



Reminiscent of her beginnings, where she could not get a job due to people's perception of her, this recurring situation hit a little closer to home. No matter how much she has done to prove herself, running a production line, writing her books, and more, some still define her by her condition.

Nonetheless, she is not letting anyone stand in her way of success or deter her motivation.

When asked when she sees herself in five years, she shares her goal for Colletley's Cookies to reach national brand status, selling to the majority of markets and supermarkets and doubling her efforts with her advocating work.

More than just a good snack, Colletley's Cookies keep creating job opportunities for people with disabilities and is on track to change the world in other meaningful ways. ■



# The power of membership.



It has never been more important for the restaurant industry to work together to overcome challenges and to advocate as a united front. The more members we have, the more powerful our voice as an industry. Here is some of what we were able to accomplish together over the last year.

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Through effective lobbying and advocacy, we develop and support policies that positively impact the hospitality industry and work to defeat those that harm it.

**GROW | Knowledge to grow your expertise.**

Learn best practices in restaurant marketing, sales and operations that will help grow your business.

**SAVE | Members Save More.**

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**PROTECT | Training to reduce workplace risk.**

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9x9 and 8x8 single and 3-compartment | 6x9 | 5x5 | 8-12-16 oz soup | 16 oz hot/cold cup



Download: [How to Switch to a Reusable Dining Program](#)

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Dishwashing cleaning technology can vary considerably from manufacturer to manufacturer. But specific technological features and processing conditions are required to create the high level of clean that prevents the transmission of disease through food wares.

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M-iClean: [Warewashing technology that keeps you safe.](#)



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# SERVICE & PRODUCT DIRECTORY

If you are interested in being listed, please contact us at [info@hospitalitynewsny.com](mailto:info@hospitalitynewsny.com)

APPAREL		
Crooked Brook	Utica, New York	<a href="http://crookedbrook.com">crookedbrook.com</a>
ARCHITECTURE / DESIGN		
Focus Lighting	New York, New York	<a href="http://focuslighting.com">focuslighting.com</a>
BAKERS / BAKED GOODS		
Fresh and Tasty Baked Products, LLC	Bronx, New York	<a href="http://freshandtasty.com">freshandtasty.com</a>
Rockland Bakery	Nanuet, New York	<a href="http://rocklandbakery.com">rocklandbakery.com</a>
BEVERAGES		
Yorkville Coffee Company	Brooklyn, New York	(718) 768-4848
BUTCHER		
Casanova Meats	West Babylon, New York	<a href="http://casanovameats.com">casanovameats.com</a>
CHEMICAL COMPANIES		
Cleanse Tec	Hauppague, New York	<a href="http://cleansetec.com">cleansetec.com</a>
Diversey	Fort Mill, South Carolina	<a href="http://diversey.com">diversey.com</a>
Ecolab	Saint Paul, Minnesota	<a href="http://ecolab.com">ecolab.com</a>
Imperial-Dade	Jersey City, New Jersey	<a href="http://imperialdade.com">imperialdade.com</a>
Ronbar Laboratories, Inc.	Long Island City, New York	<a href="http://ronbarlabs.com">ronbarlabs.com</a>
Santec Clean Needs	Linden, New Jersey	<a href="http://cleanneeds.com">cleanneeds.com</a>
CLEANING COMPANIES		
Alpha Solutions	Farmingville, New York	<a href="http://alphawastesolutions.com">alphawastesolutions.com</a>
Commercial Cleaning Corp.	Trenton, New Jersey	<a href="http://commercialcleaningcorp.com">commercialcleaningcorp.com</a>
Hoodz	Ann Arbor, Michigan	<a href="http://hoodzinternational.com">hoodzinternational.com</a>
Sani Systems	Hicksville, New York	<a href="http://sani-systems.com">sani-systems.com</a>
CULINARY SCHOOLS		
Culinary Institute of America	Hyde Park, New York	<a href="http://ciachef.edu">ciachef.edu</a>
Institute of Culinary Education	New York, New York	<a href="http://ice.edu">ice.edu</a>
Johnson and Whales	Providence, Rhode Island	<a href="http://jwu.edu">jwu.edu</a>
Kosher Culinary Center	Brooklyn, New York	<a href="http://kosherculinarycenter.com">kosherculinarycenter.com</a>
DAIRY		
Bartlett Dairy	Jamaica, New York	<a href="http://bartlettny.com">bartlettny.com</a>
Cream-O-Land Dairy	Florence, New Jersey	<a href="http://creamoland.com">creamoland.com</a>
Dearle Farms, Inc.	Bethpage, New York	<a href="http://derle.com">derle.com</a>
Wards Ice Cream	Paterson, New Jersey	<a href="http://wardsicecreamonline.com">wardsicecreamonline.com</a>
EQUIPMENT DEALERS		
Elite Equipment and Design	Farmingdale, New York	<a href="http://elitestudioe.com">elitestudioe.com</a>
LaBel Equipment	Corem, New York	<a href="http://labelfoodservice.com">labelfoodservice.com</a>
Rogers and Sons	New York, New York	<a href="http://rogerandsons.net">rogerandsons.net</a>
The Same Tell Companies	New York, New York	<a href="http://samtell.com">samtell.com</a>
Singer M Tucker	Paterson, New Jersey	<a href="http://singerequipment.com">singerequipment.com</a>



EVENT PLANNERS		
Gabriela Moura Events	Queens, New York	<a href="http://gabrielaevents.com">gabrielaevents.com</a>
Elegant Affairs	New York, New York	<a href="http://elegantaffairscaterers.com">elegantaffairscaterers.com</a>

FLATWARE - DISHES, GLASSES, UTENSILS		
Round Eye Supply	Kennesaw, Georgia	<a href="http://roundeyesupply.com">roundeyesupply.com</a>
Tuxton	Walnut, California	<a href="http://tuxton.com">tuxton.com</a>
Welltold Glassware	Exeter, New Hampshire	<a href="http://welltolddesign.com">welltolddesign.com</a>

FOOD DISTRIBUTORS / FOOD SERVICES		
Bertram Foods	Linden, New Jersey	<a href="http://sbertram.com">sbertram.com</a>
Gordon Food Services	Wyoming, Michigan	<a href="http://gfs.com">gfs.com</a>
Jamac Frozen Foods	Jersey City, New Jersey	<a href="http://jamacfoods.com">jamacfoods.com</a>
Performance Food Service	Richmond, Virginia	<a href="http://performancefoodservice.com">performancefoodservice.com</a>
Sysco	Houston, Texas	<a href="http://sysco.com">sysco.com</a>
US Foods	Rosemont, Illinois	<a href="http://usfoods.com">usfoods.com</a>
Whitsons Culinary Group	Islandia, New York	<a href="http://whitsons.com">whitsons.com</a>

LINEN COMPANIES		
Cleanse Tec	Hauppague, New York	<a href="http://cleansetec.com">cleansetec.com</a>
Coast Linen Services	Neptune, New Jersey	<a href="http://coastlinenservices.com">coastlinenservices.com</a>
Imperial-Dade	Jersey City, New Jersey	<a href="http://imperialdade.com">imperialdade.com</a>

MANUFACTURERS		
Bar Maid	Pompano Beach, Florida	<a href="http://bestinthebar.com">bestinthebar.com</a>
Be Green Packaging	Ridgeland, South Carolina	<a href="http://begreenpackaging.com">begreenpackaging.com</a>
LightFry	Borås, Sweden	<a href="http://lightfry.com">lightfry.com</a>
National Retail Solutions	Newark, New Jersey	<a href="http://nrsplus.com">nrsplus.com</a>
Univex Corporation	Salem, New Hampshire	<a href="http://univexcorp.com">univexcorp.com</a>
VITO Fryfilter, Inc.	Arlington Heights, Illinois	<a href="http://vitofryfilter.com">vitofryfilter.com</a>

PEST CONTROL		
Bell Environmental	Parsippany, New Jersey	<a href="http://bell-environmental.com">bell-environmental.com</a>

PRODUCE		
Gargiulo Produce	Hillside, New Jersey	<a href="http://gargiuloproduce.com">gargiuloproduce.com</a>
Schneiders Farm	Melville, NY	<a href="http://schneidersfarmmelville.com">schneidersfarmmelville.com</a>

SMALLWARES AND SUPPLIES		
Imperial-Dade	Jersey City, New Jersey	<a href="http://imperialdade.com">imperialdade.com</a>
Indulge Kitchen Supplies	Brooklyn, New York	<a href="http://indulgekitchensupplies.com">indulgekitchensupplies.com</a>
Round Eye Supply	Kennesaw, Georgia	<a href="http://roundeyesupply.com">roundeyesupply.com</a>
World Centric	Petaluma, California	<a href="http://worldcentric.com">worldcentric.com</a>

STAFFING AGENCIES		
At Your Service Staffing	New York, New York	<a href="http://aysstaff.com">aysstaff.com</a>
People Ready	Tacoma, Washington	<a href="http://peopleready.com">peopleready.com</a>
Restaurant Zone	New York, New York	<a href="http://therestaurantzone.com">therestaurantzone.com</a>
Top Hospitality Recruiting	Beverly Hills, California	<a href="http://tophospitalityrecruiting.com">tophospitalityrecruiting.com</a>

TABLES AND CHAIRS		
Prince Seating	Brooklyn, New York	<a href="http://princeseating.furniture">princeseating.furniture</a>
RestaurantFurniture.net	Deerfield, Illinois	<a href="http://restaurantfurniture.net">restaurantfurniture.net</a>

[CFS BRANDS]

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JOB TITLE	LOCATION	JOB TITLE	LOCATION
Restaurant Shift Managers	Harrison, NJ	Hilton Garden Inn: Executive Housekeeper	NYC/Central Park South
Restaurant General Manager	Tulsa, OK	Hampton Inn & Suites: Breakfast Attendant	Harrison, NJ
Front of House Manager	Quincy, MA	Thesis Hotel Miami: Night Auditor	Coral Gables, FL
Service/Kitchen Manager	Harlem, NY	Renaissance Denver: Executive Chef	Denver, CO
Assistant General Manager	Raleigh, NC	HHM Chicagoland: General Manager	Schaumburg, IL
Restaurant Manager	Boston, MA	Home2 Suites: Food & Beverage Supervisor	Chicago, IL
General Manager	Athens, GA	Hampton Inn & Suites: Operations Manager	Annapolis, MD
General Manager	New York, NY	New Castle Hope Center: General Manager	New Castle, DE
Kitchen Supervisor	Martha's Vineyard, MA	Homewood Suites: Front Office Manager	Philadelphia, PA
Catering Executive Chef	Bristol, CT	The Rittenhouse: Engineer Maintenance	Philadelphia, PA
Sous Chef	Raleigh, NC	Delta Hotel: Controller	Philadelphia, PA
Chef de Cuisine	Brooklyn, NY	HHM Harrisburg: Accounts Payable Specialist	Harrisburg, PA
Sous Chef	Brooklyn, NY	Rand Tower: Director of Sales	Minneapolis, MN
Director of Operations	Phoenix, AZ	Rand Tower: Director of Finance	Minneapolis, MN
Area Manager	Denver, CO	Sanctuary Beach Resort: Food Director	Marina, CA
Director of Catering	Wading River, NY	Courtyard LA: Chief Engineer/Maintenance	Culver City, CA
Operations Manager	Brooklyn, NY	Embassy Suites: Front Desk Supervisor	Anaheim, CA



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# UPCOMING EVENTS

APRIL  
**24-26**

**MAPP RESTAURANT RESET**  
April 24-26, 2022  
The Conrad  
Fort Lauderdale Beach, Florida  
[mappimpact.org/restaurant-reset](http://mappimpact.org/restaurant-reset)



APRIL  
**25-27**

**NATIONAL RESTAURANT ASSOCIATION RESTAURANTS ACT**  
April 25-27, 2022  
Grand Hyatt  
Washington, D.C.  
[conference.restaurantsact.com/home](http://conference.restaurantsact.com/home)



APRIL  
**26**

**BALDOR BITE 2022**  
April 26, 2022  
Basketball City  
Pier 36, New York, NY  
[baldorfood.com/bite](http://baldorfood.com/bite)

APRIL  
**27**



**SHFM CRITICAL ISSUES CONFERENCE**  
April 27, 2022  
Credit Suisse  
11 Madison Ave  
New York, NY 10010  
[shfm-online.org/2022cic](http://shfm-online.org/2022cic)

APRIL  
**28**

**AHF-NJ ANNUAL CULINARY COMPETITION  
ULTIMATE PLANT-BASED BATTLE**  
April 28, 2022  
Pecinka-Ferri Test Kitchen  
3 Spellman Road  
Fairfield, NJ 07004  
[ahfnj.org/events.html](http://ahfnj.org/events.html)



MAY  
**21-24**



**NATIONAL RESTAURANT SHOW**  
May 21-24, 2022  
McCormick Place  
Chicago, Illinois  
[NationalRestaurantShow.com](http://NationalRestaurantShow.com)

JUNE  
**14-16**

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June 14-16, 2022  
Hyde Park, NY.  
[menusofchange.org/](http://menusofchange.org/)







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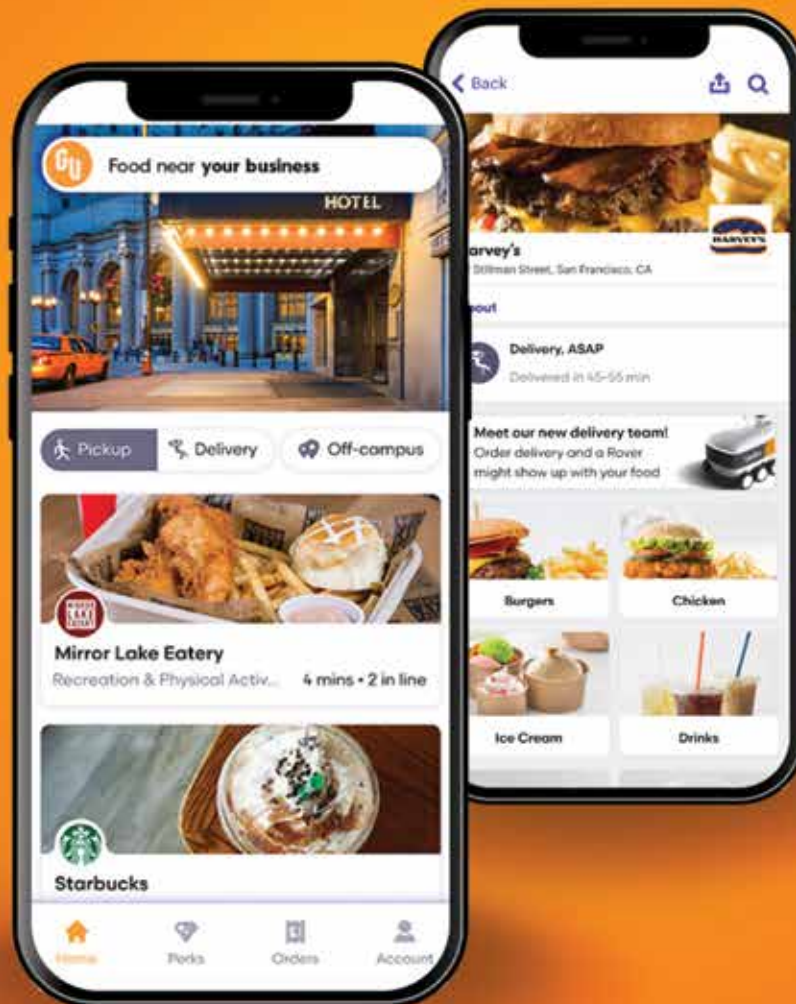
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