

# HOSPITALITY NEWS

HOTEL, DINING & EATERY TRENDS

VOLUME 1 | ISSUE 1

DECEMBER 2021

## ROBOTICS

THE NEW FACE IN HOSPITALITY

### ON THE INSIDE

Association Highlights  
Bakery Broadcast  
Calendar of Events  
Employment Opportunities  
Employment Tips



**AMAZING COLLETTE**  
**HOBBY TO BUSINESS BOOM**

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# HAPPY HOLIDAYS FROM HOSPITALITY NEWS

## SHARING THE ULTIMATE INSIDERS VIEW OF THE HOSPITALITY AND FOOD SERVICES INDUSTRY

Welcome to the December edition of Hospitality News. My passion for the food service and hospitality industry led me to start this magazine as a venue to share and provide insight and expertise to others who share the same interests and passion. I am excited about starting this journey.

I have been in the food service industry for over 40 years. I have started, managed, bought, and sold many companies, allowing me the opportunity to learn just about every aspect of the food services business. I have met many iconic people within the business and learned a great deal from each and every one of them. My drive and passion to continue to learn even more will inspire me to contribute more to this industry.

When the pandemic shook the foundations of our world, and the customers we depend on settled into a "lock-down" environment, those of us in hospitality and the food service world, struggled to stay open. Our focus shifted to surviving rather than thriving. Many lost the connection to industry news and trends. As I navigated these difficult days, I promised many that as those in the industry began to emerge from their isolation, and the pandemic's darkest days began to ebb, I would start a publication dedicated to, and for the people of the hospitality and food services industry. The magazine will provide vital information, not only to the business owners and managers, but the teams supporting them.

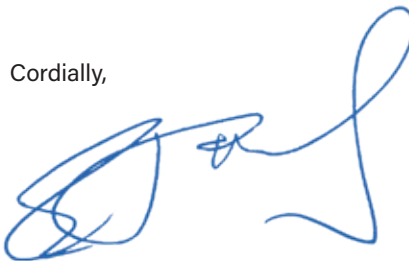
Hospitality News will include a calendar of events, now that live events are returning. We will be building a detailed classified section to inform those seeking career changes, along with a trading center of used equipment. We will profile top hospitality and food service industry leaders and newsmakers. We will also profile top-tier experts and vendors who have achieved high levels of success to foster inspiration to others.

As we close 2021, I would like to thank the Hospitality News team who have made this publication possible through these challenging times. The team has worked hard and cohesively to bring this magazine to life.

I will always welcome feedback from our readers to help build a first-class publication and make this magazine a beacon for those who seek information and inspiration.

Wishing everybody a joyous holiday season and a healthy and prosperous 2022.

Cordially,



Ed Daniels  
Publisher & Editor-in-Chief ■

**ED DANIELS**

PUBLISHER & EDITOR-IN-CHIEF





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## HOSPITALITY NEWS

HOTEL, DINING & EATERY TRENDS

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# PERSPECTIVE IS EVERYTHING

In terms of how we view our lives and the world, it's almost impossible for a person to live a positive life if they have a negative frame of mind. One of the big ways that people get trapped into negative ways of thinking has to do with the timing orientation they take when they consider their lives. Many people unfortunately get trapped in the past, and they spend way too much time regretting it, thinking about the way they could've done things differently, and thinking about things that went wrong that could've gone right. The fact is there's nothing we can do about the past... hopefully we learn from it, hopefully we are better because of it, but we cannot change it.

So, to spend inordinate amount of time in the past—especially bathed in regret—is not beneficial. It doesn't help us now; it doesn't help us moving into the future. Learn from whatever happened, especially if it was a failure you experienced, be better because of it, but don't get trapped in regret.

Another way that people get trapped that has to do with the timing perspective they take on their life is that many people wind up worrying tremendously about the future, and they use what is often referred to as “what if thinking.” What if that happens, what if this happens, oh my gosh what if that happens; and they worry themselves into a frenzy fearing things that may not even materialize. Curiously, 50% of the time the thing you're worried about does not even occur. If it does happen, 50% of the time it turns out to be not nearly as bad as you thought it was going to be in the first place. And even if it is bad, you'll have more than enough time to worry about it then, you don't have to worry about it now.

Research has shown that even if an event you are worried about never materializes at all, the fact that you worried about it has virtually the same negative effect on

your mind and body as if you had actually experienced the feared event. Rather than being a worrier, it is far better on so many levels to be someone who plans for possibilities, as opposed to aimlessly fearing them.

## Steinberg, Perspective

Be a planner, NOT a worrier. Worriers use “what if thinking.” Planners use “if then thinking.” If A happens then I'll do B. If C happens then I'll do D, and so on. It is much better to be a planner, it is much worse to be a worrier.

So, don't focus too much on worrying about the future, don't spend your time regretting the past, so what does that leave for us? It leaves us the opportunity to live in the present... embracing the present moment... living in the “now,” controlling what we can and accepting what we can't. It gives us the life-enhancing opportunity to approach and view things with a positive frame of mind.

When you view the world positively, you will dramatically influence your ability to experience the world positively. Therefore, if you can live your life with the belief that everything happens for a reason, and that at every moment you are exactly where you need to be, and that even seemingly difficult roads lead to beautiful destinations, you will fill your life with tremendous, unimagined beauty and peace and joy. If you can believe that there is a meaning and purpose for everything that occurs, you won't be stressed ever again, because no matter what happens you'll believe there's a reason it's happening.

Always remember: the deeper the valley, the greater the view from the mountaintop. Try to live your life with positivity; and remember that when you change perspective, everything about the way you experience your life also changes. ■

**MARK P. STEINBERG**

CONTRIBUTING WRITER

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# IS YOUR RESTAURANT EMBRACING THE HOME-COOKED-MEAL TREND THIS HOLIDAY?



**T**he Covid-19 pandemic has forced people to limit their non-essential activities, such as dining out and travel. Subsequently, curbside pickup and delivery services in both restaurants and grocery stores got a boost.

## THE SURGE OF THE MEAL KIT BUSINESS

When Covid-19 hit in early 2020, more people decided to order meal kits and groceries online, primarily to avoid direct interactions with other people in a crowded retail space. Some people were pushed to do that because restaurants were shut down for dine-in services.

After consumers tried meal kits and realized how convenient they were, they tended to order more and likely developed a habit. The meal kit and prepared meal business continued to grow in 2021 and shows no signs of slowing down.

## HOME CHEF HAS SURPASSED \$1 BILLION IN ANNUAL SALES IN OCTOBER 2021

Home Chef is a Kroger's arm for meal kit and prepared meal business. Home Chef was able to capitalize on the consumer trend of cooking and eating more at home due to the pandemic. In 2020, Home Chef had already achieved a 118% year-to-year growth rate (Gangloff, 2021).

## WHY SHOULD RESTAURANTS GET INTO THE MEAL KIT BUSINESS TOO?

Some restaurants are already selling meal kits. Restaurants have everything needed for a chef-prepared, precooked meal business. They have the recipes ready, or they can easily adjust their recipes for prepared home-cooked meals. Most of all, many restaurants have already been providing curbside pickup and delivery services to their customers. Adding meal kits to the menu does not need to reinvent the wheels.

## THE BENEFITS OF SERVING MEAL KITS IN RESTAURANTS

- Meal kits are usually prepared during off-peak hours, allowing a restaurant to utilize the under-used resources better.
- It creates a new revenue stream for a restaurant.
- It requires almost no service staff or space to sell meal kits.
- It maintains a bound relationship with a restaurant's existing customers.
- It helps a restaurant reach new customers for dine-in later.

If your restaurant has not yet begun selling meal kits or chef-prepared, precooked meals yet, this holiday season may just be the right time to do so. Act now and capitalize on the home-cook meal trend. ■

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### REFERENCES

Gangloff C. (2021, October 26). Packaged Facts Analyst comments on Home Chef hitting the \$1 billion mark as the meal kit industry continues to benefit from pandemic eating trends. Yahoo Finance. Retrieve on November 20, 2021, via <https://finance.yahoo.com/news/packaged-facts-analyst-comments-home-001000613.html>





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HOSPITALITY NEWS

# HOW 3D ROBOTS CAN AID HOTELS AMID LABOR SHORTAGES

BY DAVID CHEN

**T**he pandemic upended many sectors with mass layoffs at the beginning of COVID-19 and ended with record labor shortages. The hospitality sector in particular was deeply hit with massive unemployment gaps that ran well above the national unemployment rate during the pandemic. While other industries have started on the road to recovery, the hospitality industry is still 2.8 million jobs shy of where it was in February 2020.

With more than 60% of Americans willing to travel again, 55% of U.S. companies planning to resume business travel within the next three months and more than a third of current hospitality workers planning to exit the industry, the hotel industry is in a bind.

Long-term labor solutions in the area are needed to meet the rising demand for travel and seismic shifts in the hospitality workforce. This is where 3D camera-equipped robots can play a role. Robots are some of the most impactful forms of hospitality technology hoteliers can invest in to maintain efficiency, serve guests and aid understaffed operations.

## SOLVING STAFFING SHORTAGES

From retail stores to the hospitality realm, customer-facing industries are already solving staffing shortages and improving operations through robots equipped with 3D imaging sensors. For example, restaurants have added self-navigating robots for food delivery and table bussing while grocery chains have discovered that robots can assist in cleaning, providing stock management alerts and checkout duties.

These tasks are typically limited in their customer-facing duties but are repetitive and time-consuming activities that are easily programmed into digital sidekicks. This makes robots an ideal solution to the staffing shortages many hotel properties are experiencing. Properties of all sizes are starting to realize the practical uses for service robots—or “co-bots,” which work alongside humans to extend and improve performance, taking the burden off human workers so they can handle more demanding responsibilities.

## VERSATILE FUNCTIONALITY

A popular function behind the implementation of 3D camera-embedded robots is the ability to increase self-service functionality, increase convenience and improve customer experiences for guests. Mobile robots can perform navigation tasks that include guiding guests to their rooms and delivering commonly requested room service items such as pillows, blankets, towels and toiletries. They can even operate as roving security guards throughout the property.



3D facial authorization, like the technology used to unlock your smartphone, can be employed to recognize

guests and address them by name, adding a sense of personalization and high-class service. Meanwhile, guests can say goodbye to fumbling for key cards, and hotel staff no longer have to worry about reprinting numerous key cards.

Housekeeping and sanitization may be the most demanded and high-ROI use of 3D robots. Robots can manage in-room and common area cleaning tasks such as vacuuming and sanitation, while specially equipped units can completely disinfect high-touch areas and items. Equipped with a UV light and disinfectant sprays, these popular cleaning companions can eliminate germs off the surface of elevator buttons, doorknobs and TV remotes in just seconds.

## SAFETY AND EFFICIENCY OF 3D TECH

3D cameras are the key to robots handling tasks alongside human workers. 3D camera technology enables mobile robots to identify and avoid obstacles and people with extreme accuracy. The camera technology can accurately perceive depth to navigate highly populated space: From high foot traffic in hallways to luggage and bags stacked in lobbies, 3D robots can navigate through it all. Using their depth-sensing capabilities, they can also spot anomalies like an open hallway door or atypical presence of individuals in a given space.

When combined with SLAM (Simultaneous Location and Mapping), the technology that scans and creates a digital map of the space, self-propelled 3D service bots can deliver food, drinks and other amenities



anywhere within the hotel property. No matter the obstacle, SLAM-supported 3D can seamlessly navigate and deliver guests what they need.

### ROBOTIC ROI

Cobalt Robotics and Bear Robotics are two companies utilizing 3D camera technology in the hospitality robotics sector. Cobalt Robotics, a U.S.-based company, develops 3D camera-equipped robots available for security, facilities management and concierge services. Bear Robotics offers robots specializing in food service deployments. The cost of utilizing robot workers in these instances is often comparable or less than an hourly worker. Combine these savings with the elimination of sick days, injuries or other disruptions and hotel managers are left with a more cost-effective way to handle routine tasks.

Another vital form of ROI in employing 3D robots in hotels is that they can collect data on guest preferences, facility status and upkeep, security and more. This information is critical in helping hotels run more efficiently and with a greater focus on customer satisfaction.

### THE FUTURE OF HOTELS

The pandemic has created vast uncertainty for the hospitality industry. It remains to be seen how guest bookings and behaviors, hospitality economics or competitive activity will change for the long-haul post-pandemic.

What is certain, is that labor will be forever impacted—and that technology, specifically reliable and multifunctional robots, will be part of the future of hotels. ■

### DAVID CHEN

DAVID CHEN IS CO-FOUNDER AND DIRECTOR OF ENGINEERING AT ORBBEC 3D TECHNOLOGY INTERNATIONAL INC.



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HANYC was one of the sponsors of *NYC Tourism is Back, Start Spreading Your News*, an event held to recognize the revival of the tourism industry and to bring industry leaders together. The event was held at One World Observatory, New York City on Monday, August 30 from 5:30pm - 7:30pm.



## ANNUAL MEETING AND COCKTAIL RECEPTION

**Intercontinental  
New York Barclay**

**Thursday, December 9**  
3:30pm Annual Meeting  
5:30pm Cocktail Reception



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EXECUTIVE VICE PRESIDENT  
SERVICES BUSINESS FOR NORTH AMERICA, MASTERCARD

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# SALLY THE ROBOT GOES CONTACTLESS

**C**howbotics has developed a mobile app for fast, contactless ordering for its fresh food robot, Sally. The company has also expanded the robot's menu capabilities, elevating the culinary experience for ranging tastes. Chowbotics has also introduced a large format video interface for responsive marketing that creates an engaging customer experience.

Chowbotics' fresh food robot offers contactless ordering through mobile app and QR code.

## CONTACTLESS ORDERING

Chowbotics has developed a proprietary app to allow contactless ordering, creating a safer self-serve experience for patrons and faster throughput for operators. Users can now browse the menu and place an order with their nearest Sally from anywhere, through their own personal smart devices. Upon arrival at the robot, a QR code is scanned to complete the order.

Allowing customers to view the menu and place an order before arriving also greatly increases the throughput of the robot by reducing ordering time. The average time to order and dispense a meal with the app is reduced by as much as 50% resulting in higher meals served per day capabilities for operators.



## RESPONSIVE MARKETING VIDEO INTERFACE

Sally the Robot engages with operators through the Chowbotics' robot cloud management platform, a new video interface included on all new robots (and available as an add-on to existing ones) will allow operators to proactively engage with patrons and market specific items based on the menus they are running. This could mean displaying breakfast bowls in the morning and a BBQ bowl in the early evening to boost incremental sales.



It also allows operators to engage new users with the fresh food robot from a distance, and highlight ingredient sourcing or other partners. This new capability uses the powerful effects of video marketing paired with data to increase awareness, engagement, and ultimately sales. ■



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# ARE YOU GETTING ALL YOU NEED FROM SOCIAL MEDIA?

MANY COMPLAIN THAT THEY DON'T GET ENOUGH "BANG FOR THEIR BUCK!"



“  
Success seems to be connected with action. Successful people keep moving. They make mistakes, but they don't quit.  
”

— Conrad Hilton

**S**ocial Media is such an ambiguous term. What exactly does it mean? Of course, you don't know whether you're getting the best bang for your buck when you may not know the true meaning of the term "Social Media."

For this article, we'll define social media as the various interactive platforms that allow the sharing of information, ideas, services, products, company press releases, career interests etc. via virtual communities and networks. These platforms include LinkedIn, Facebook, YouTube, Instagram, and Twitter.

Back to the initial question, before you can determine the "bang for your buck" or your return on investment (ROI), you need to clearly define your social media objectives.

## WHAT EXACTLY DO YOU WANT TO GET OUT OF SOCIAL MEDIA?

As you brainstorm and put together your Social Media marketing plan, here are some possible objectives: business conversions (customer lead generation/acquisition), products/services awareness, employee trust, branding, traffic to your website etc. Also, make sure you consider all your social audiences, like employees, suppliers, partners, and shareholders. These are very important as well.

After you've decided what your main objectives and audiences are, determine the strategies and tactics to achieve these objectives. Success starts with your team. First, select the team that will oversee social media creation, posting, responding and analytics. You can either look within, hire new staff or choose an agency that specializes in social media.

Next, put together a social media calendar which consists of the topics, links, photos, quotes, videos, memes, events, content etc. that will be posted for the day, week, and month. You will need to do this monthly. Make sure that there is a central location like Google Drive to keep all your photos, videos etc.

Finally, you need to have platforms for measuring success. Most companies have Google Analytics integrated on their website. There are many tools for measuring the success of social media. SEO platforms like SEMrush and Moz also have tools for measuring social media success. Social listening tools such as Sprout Social and Hootsuite will help you determine if you are getting the best "bang for your buck."

And if all this seems quite overwhelming, you can always reach out to us here at Media Magic ([mediamagicnow.com](http://mediamagicnow.com)). We'll be happy to give you a free consultation! ■

## MONICA THOMAS

DIGITAL & SOCIAL MEDIA DIRECTOR  
HOSPITALITY NEWS







# EXPERIENCING LABOR SHORTAGES?

These brands have you covered!

At a time when labor shortages are great and available hires are scarce, there is no better investment than equipment that will help you manage the ebbs and flows of employee retention. Rational's iCombi and iVario provide quality food that is repeatable each time with pre-programmed recipes as well as the ability to load specific recipes. The iVario allows for batch cooking and flexibility. After the cooking process, continue to hold with a Winston cabinet, retaining both temperature and humidity or blast chill or freeze with Irinox.

Today, more than ever, choose equipment that will work for you, not only when you are in the kitchen but even when you are not.



# LABOR SHORTAGES, FOODSERVICE AUTOMATION

**T**he robots have arrived. One quick service restaurant (QSR) chain turns to Google to help create better guest and employee experiences.

Are labor shortages the new normal? Another week goes by and another robot reports to work in a restaurant, or so it seems.

In this instance, CaliBurger plans to open a Washington restaurant that uses an autonomous robot system to cook fries, per a release from the company. It can also cook chicken breasts and tenders, onion rings and other items. The restaurant will also feature an ordering and payment recognition system that leverages opt-in facial recognition and cashless payments. If the CaliBurger name rings familiar, it should. The company has been working with this technology for a while.

And this is just the latest in a string of instances where operators have turned to robotics to offset labor and other challenges in recent months. For example, a

**“Guests order food at their tables using a tablet and their sushi orders get delivered via a high-tech monorail system.”**

restaurant in the Twin Cities now uses robots to run food items to tables where servers take over the last few steps. This helps the restaurant deal with labor shortages in the area. The University of Illinois at Chicago is using robots this fall to deliver food to students on campus.

A concept that's making a go with robotics, albeit in a slightly different way, is Sushi Hana in the Pacific Northwest. At this restaurant, guests order food at their tables using a tablet and their sushi orders get delivered via a high-tech monorail system. The restaurant uses robotic equipment to make rice balls, too.

But for all of this to work, robotics, and any other form of automation for that matter, has to provide the proper return on investment for operators.

For years now, the foodservice industry has wondered when the use of robotics would become more widespread. Perhaps that time is now. ■

## QUALITY IS IN THE DETAILS

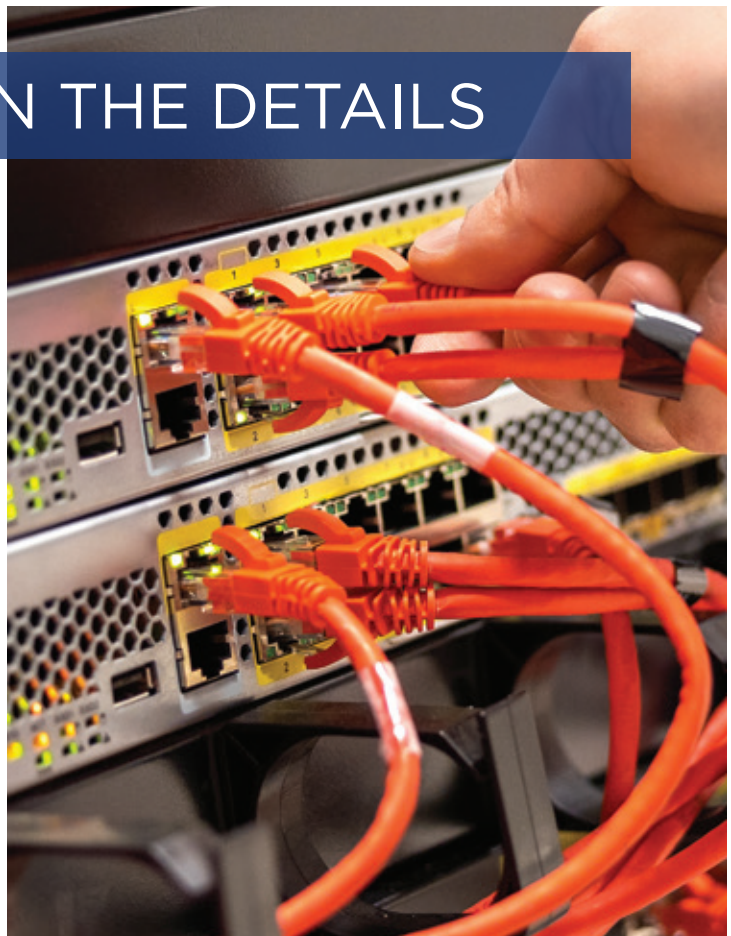
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# DOMINICAN VILLAGE UNWAIVERING RESILIENCE

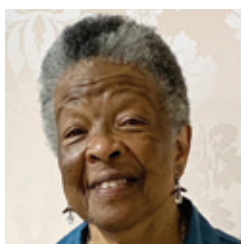
During the darkest days of the Covid-19 Pandemic, the team at Dominican Village Retirement and Assisted Living Community took on the challenge of caring for their residents and becoming heroes to the community. We have spotlighted a few of them, who, together, with the rest of the Dominican Village team, performed with determination and dedication. They brought an unwavering positive spirit to their residents during the pandemic and continue to do so everyday. ■



**Heather Mahlstedt**  
Case Manager Supervisor/  
Resident Advocate



**Sherri Beverly**  
Dining Room  
Manager



**Norma Cummings**  
President of Resident  
Council & Resident  
Since 2015



**Albert Belcher**  
Director  
of Security



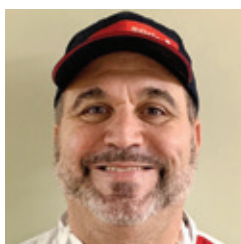
**Sr. Denise Haviland**  
Director of  
Pastoral Care



**Meredith Kelly**  
Community Relations  
Coordinator



**Suzann Osterbery**  
Activities  
Assistant



**Richard Catapano**  
Executive  
Chef



**Jacqueline Ford**  
Community Relations  
Coordinator



**Emily Monem**  
Community Relations  
and Development Director



# ERIC KALT HONORS TIRELESS STAFF

**E**ric Kalt, is Chief Executive Officer and President of the Dominican Village Retirement and Assisted Living Community. Filled with a team of dedicated staff and housing wonderful residents Dominican Village is proving to be one of the most rewarding experiences in a full, rich career.

Mr. Kalt brings over 30 years of healthcare expertise to Dominican Village. What makes the facility so unique are the people in it. Everyone from leadership to the line workers are a part of a family with each other and the residents. The entire team has each others backs. Being a part of this powerful harmonious working culture makes coming to work a pure pleasure.



## & DEDICATION

During the height of the pandemic, with the dining room shut down, meals were brought to the residents' rooms. Dominican Village instituted what they believe was a vital protocol — deliver the meals with a smile, with a song, with personality and warmth beyond what anyone would have or could have expected.

Mr. Kalt, who has tenure at many healthcare facilities, will always have a special place in his heart, not just for the Dominican Village facility, but for the people who make it a special place, both staff and the residents.

Take a moment to click on the TV screen to the right in the digital issue of this magazine, or scan the QR code below with your smartphone to get a snapshot of what the "DOMVILL" is all about. Two thumbs up for the residents and staff. ■





# DOMINICAN VILLAGE







Dominican Village, founded by the Sisters of St. Dominic of Amityville, New York, is a not-for-profit Independent and Assisted Living Community. Its mission is to provide a supportive environment in which the sacredness of life and the dignity of each person are held in the highest regard and to offer its residents a choice of programs and services which foster independence, promote physical, mental, emotional and spiritual health, and maximize opportunities for socialization. ■





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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.

Virologist Dr. Friedrich von Rheinbaben of the HygCen Institute has certified that the disinfectant cleaning of MEIKO warewashing technology, combined with recommended warewashing operating conditions, will safely inactivate SARS-CoV-2, and all other types of envelope viruses, after a single wash. That means MEIKO dishwashers are highly effective against these types of viruses.

Don't wonder if your food wares have been safely disinfected.

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





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- LEED Certification

### build & supply

- Construction Management
- Design Team & Build Team Coordination
- Foodservice Equipment
- Installation & Provider
- Millwork & Custom Fabrication
- Installation & Provider
- Furniture Supplier & Specifier

### art of display

- Smallwares Coordination & Provider
- Plating Presentation
- Merchandising Design & Supply
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# NETFLIX TAKES BAKING TO THE NEXT LEVEL

**MOST OF YOU PROBABLY HEARD OF "BOWLING FOR DOLLARS" BUT NOW NETFLIX BRINGS YOU "BAKING FOR DOLLARS" TITLED "BAKING IMPOSSIBLE."**

**B**aking Impossible is a competition where teams of bakers and engineers — put together by judge and pre-eminent "bakineer" Andrew Smyth — make mostly-edible creations that can withstand a particular week's stress test. The winning team of each "mission" gets a leg up on the next one, and the losing team goes home. The overall winning team gets \$100,000.

We've seen plenty of baking competitions, and we've seen contests that involve math, engineering and science, but have we ever seen one that utilizes all at the same time? Probably not until now. Baking Impossible's contestant teams consist of a baker and an engineer, and both of their skill sets will come into play during each "mission." ■



## NETFLIX

## Level Up Your Career. Get Certified!

The Guild is pleased to offer two components of the Artisan Baker Certification Program:

- Certified Bread Baker
- Certified Viennoiserie Baker.

The goal of the program is to establish and measure the core skills of an artisan baker. Candidates can participate in either or both components. Passing completion of both components will result in a Certified Artisan Baker title.

It is an excellent opportunity for employees and employers alike.

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# RON BEN-ISRAEL CAKES BOUNCES BACK

## THE COVID PAUSE CREATES NEW OPPORTUNITIES TO EXPAND BUSINESS

**W**e were heading into the busiest spring wedding season we ever had when the shutdown was announced. We were told to vacate the commercial building in midtown, where our studio+bakery was operating. We were faced with the unknown.

I spent the next three months at home creating new recipes and spending countless hours broadcasting on Instagram live with my cake friends abroad.

By early June, I was ready to resume our culinary activities and form a new partnership with a colleague called RBI Treats. While producing wedding cakes for small outdoor parties, we delivered thousands of cookies, macaroons, and mini-cakes on our bicycles. Soon enough, we found ourselves shipping RBI Treats across the country.

We are happy to report that the demand for wedding cakes has been plentiful as New York is bouncing back. As a result, we are reviving our relationships with caterers, hotels, and event spaces to collaborate on grand and joyous celebrations. Amongst many partnerships, William Panagiotopoulos at Sleepy Hollow Country Club stands as a testimony to the resilience of the New York Event Industry. ■

— Ron Ben-Israel, Chef/Owner



# GETTING THE “A” IN RESTAURANT INSPECTIONS & FOOD SAFETY

1 IN 6 AMERICANS GET FOOD POISONING EACH YEAR — THAT’S 48 MILLION ILLNESSES

**M**ost of us really enjoy dining at restaurants. I know I do. But how can we be sure that the food we consume is safe to eat? With all the recent recalls involving everything from lettuce, meat, melons and even cereal, it can certainly seem exhausting to practice vigilance when it comes to food safety. This is why our trusty local health department and other federal agencies are here to help us make good (and safe) decisions.

## THE POWERFUL AGENCY THAT SAFEGUARDS OUR FOOD—THE FDA

The creation of the Food and Drug Administration dates back to 1927, when Congress charged the Department of Agriculture’s Bureau of Chemistry with the enforcement of the 1906 Food and Drugs Act. Initially, Congress split this bureau into two distinct agencies: one which handled regulations, and another to conduct experiments. By 1979, it was under the aegis of the Department of Health and Human Services.

But it wasn’t until the 1970’s that the FDA became the agency that we know today, after quite a few name changes, reorganizations, and even relocations. The tasks of this agency in its present incarnation are, of course, what interests us now, and the safeguarding of our food sources is of great significance today. We inherently place trust not only in the FDA, but a myriad of local and state agencies that are the final responsibility of the FDA to ensure that stringent guidelines are followed.

## WHAT RESTAURANT PROPRIETORS CAN EXPECT FROM AN INSPECTION

An inspector arrives at a restaurant establishment, clipboard or smart phone in hand, and begins his or her inspection with a score of 100 and starts deducting points from there. Essentially, the procedure goes something like this:

### The Kitchen

- The kitchen is inspected for proper employee hygiene. Workers must rinse, soap, scrub for at least 20 seconds, and dry off with a one-use towel. They must also use gloves and hair protection, and not be on duty if they are ill or have open cuts.
- Additionally, raw meat and fish are tested using a digital thermometer to ensure that they are being cooked to the right temperature (160 degrees F for ground beef, 145 degrees F for fish. The inspector will then turn his attention to the freezer and refrigerator for proper storage temperatures (zero degrees F for freezers, and 40 degrees F or below for refrigerators).
- Inspectors observe how food is prepared in order to catch any instances of cross-contamination.

This means that knives, cutting boards, utensils, and especially hands that are used in handling raw meat are separated from ready-to-eat food. The food must be properly washed and sanitized. Processed ingredients must be properly stored and come from licensed commercial kitchens.

### Other Areas

- There are, of course, other areas to inspect, known as the static areas: the areas that don’t change very much. This would include dishwashing equipment and sinks, employee and customer restrooms.
- The storage and labeling of toxic cleaning products are critical as well. So are the proper functioning of HVAC systems and smoke detectors.
- Inspectors will check for the cleanliness of the dining tables, the floors, and the walls and ceilings. Even the dumpster and other trash receptacles are checked.



## WHAT CONSTITUTES A MAJOR VIOLATION

Many violations are minor and are worth only a one point deduction, such as unclean or unkempt furniture or an open condiment bottle. Major violations can directly impact the safety of the restaurant’s food, such as:

- Unsafe food source
- Improper storage of food (hot or cold)
- Improperly cooked food, especially undercooked
- Cross-contamination
- Presence of sick restaurant staff

Because a restaurant’s inspection grade score may be an “A,” it is still good practice, as a consumer, to be vigilant. A score in the A range may not indicate a sparkling clean and pristine eating establishment, as evidenced by the fact that the restaurant could indeed have several violations, some minor, but also a major violation (worth four points) and still be issued an A grade. However, violations such as an insect or rodent infestation, or lack of hot water, will be cause for an immediate shut down. For those interested in real-time inspection reports of their local restaurants, there is an app called [whatthehealthapp.com](http://whatthehealthapp.com). It includes the restaurant’s inspection scores as well as the types of violations. ■



# FOCUS ON YOUR PASSION. WE HAVE YOUR BACK!



Managing all of the processes of the Back of House is extremely complex and improving operational efficiency within an organization requires identifying areas of waste and improvement to increase efficiency. Only then can management focus on making the most of those resources to increase productivity.

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**City** **taco john's**  
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FOODSERVICE  
NEW JERSEY CHAPTER

## ANNUAL EDUCATION SYMPOSIUM

The AHF-NJ Annual Education Symposium was held on Thursday, November 18, 2021 at Bridgewater Manor. Attendees enjoyed a full day of informative lectures covering Diversity in the workplace and Leadership in the Diverse world. Tips and tactics provided to help successfully transform foodservice operations to meet the needs of the growing diverse populations. Speakers included Edward House, Adam White, Aatul Jain and Catherine Chan. A cooking demonstration presented by Chef Nick Mercogliano, Chef Anthony Todaro and Ken Persing highlighted some ethnic dishes that can be added to the global cuisine in the Healthcare world. Lunch and vendor exhibition rounded out the successful event.



## PHOTOS FROM THE AHF-NJ ANNUAL EDUCATION SYMPOSIUM



## AHF-NJ AND THE COMMUNITY FOOD BANK OF NEW JERSEY

A generous donation was made to the Community Food Bank of New Jersey, to help those who are less fortunate. The Community Food Bank of New Jersey fights hunger and poverty by distributing food and groceries, providing education and training, and making new programs to help people with low incomes meet their basic needs.



## THANK YOU TO ALL OUR VENDOR PARTNERS



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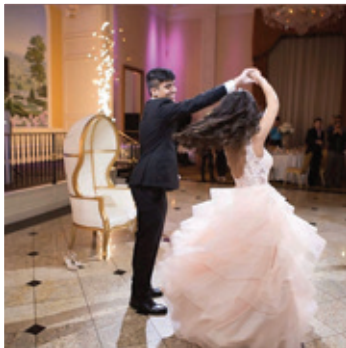
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# HERE'S THE SCOOP ON PIGEON POOP

## PIGEONS DON'T PAY RENT.

**D**id you ever wonder why some areas of NYC, or some specific blocks, or even a specific ledge in a courtyard will hold pigeons while others don't? If you have had to maintain property damaged by Pigeons then you may have been thinking just this. Pigeons tend to nest & roost in the same locations they were raised and therefore a generational memory may be holding your property hostage to an extended family of birds. Although they can be beautiful to watch while flying as a flock in the air, they are much less attractive posted up over your awning with a streak of runny green stained paint where the acidic droppings accumulate on a walking path for your customer, employees or tenants. Pigeon are social creatures and pigeon "society" consists of "leaders" and "followers." In fact there are 1 pigeon

leader per approximately 100 pigeon followers. The "leaders" scout food within a 1-5 mile radius and then alerts the "followers" where the action is and they get to enjoy the fruits of the leaders labor, with very little effort or risk. In some ways pigeon society reflects human society.

Pigeons can cause more severe problems than just ruining paint jobs, clogging up exhaust terminations and nesting in HVAC Equipment; they can cause over 65 diseases through pathogens like Toxoplasmosis, Cryptococcosis & even Parrot Fever. By contrast rats and mice carry 35. We don't fear pigeons like we do rats because of their friendly disposition but that can work against you in a food service or hospitality environment. Oftentimes the birds will congregate around the same areas people do in hopes of getting fed accidentally or by a "feeder" who regularly frequents the area. Pigeon droppings can infect people in the surrounding areas long after the birds have left or the droppings dried. If a maintenance worker decided to clean an old crevice with accumulated dried droppings this could potentially spread spores and bacteria to unknowing people within 150 feet. It is crucial to keep pigeons out of areas where humans frequent and once a generational problem, or dried accumulated droppings situation occurs it may be best to call in a professional.

NYC Health Department accepts complaints of unsanitary conditions deriving from pigeons or wildlife at #311 and states on their website "Property owners are required to clean up pigeon droppings on or originating from their property." Don't Risk the health of your workers and customers or a Health Department fine. NYC Health Department also issues permits for pigeon removal and a licensed NWCO Operator is required to perform the work.

A great way to reduce pigeon populations is by trapping the resident birds using an ethical and humane program, and then excluding future birds from the area using optical sensory distortion devices or netting. Exclusion varies and you get what you pay for in terms of permanence and efficacy. Removing the food sources is important as well and often times when humans feed birds habitually it brings other critters such as squirrel, raccoon, and rats to the party as well.

If you have a pigeon problem at your facility it may be best to give the professionals a call. ■



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# TOP 10 REASONS WHY YOU NEED A JOB IN HOSPITALITY

**H**ospitality is not just one of the world's biggest industries, it's also one of the most dynamic, exciting and fast-growing. With every new development in technology or guest experience, even more diverse and specialized job opportunities open up.

But it's not just about career prospects: working in hospitality has some surprising spin-offs to your health and wellbeing too. In fact, there's never been a better time to pursue a career in hospitality, and here are ten reasons why.



**1. IT WILL DRIVE YOUR CREATIVITY** It has been proven that travel broadens the mind, yet science now suggests that even those keeping their feet firmly on the ground can reap the creative benefits that come as standard with hospitality jobs. Talk to anyone in the industry and they'll tell you that no two days are ever the same in hospitality. Getting away from the monotony of a rigid routine will help you become a flexible and open-minded thinker.

**2. IT PROMOTES GOOD HEALTH AND A POSITIVE MINDSET** With a career in hospitality, comes the ability to see the world – which has demonstrable links to improving mental and physical health. Frequent travelers see a significant reduction in anxiety, depression and stress as well as having lower rates of heart attacks, better immune systems, cognitive flexibility and even improved life expectancy.

Many hospitality and luxury companies have properties on every continent, so their employees can transfer internally to work abroad. That means that travel isn't just a possibility, it is encouraged and facilitated. By choosing a hospitality job, you are investing in a career that has endless possibilities and making a positive long-term commitment to your health.

**3. IT'S AN ADAPTABLE, UNIVERSAL EXPERIENCE**

Hospitality is all about providing a fantastic customer experience. This means hospitality jobs hone a skill set that is globally recognized and applicable to any business, in any corner of the planet. Plus, a hotel is a microcosm that can provide experience in everything from culinary arts to finance, human resources, project management and communications, to purchasing, business management and entertainment.

This is what makes a degree in hospitality such a wise option: it's a springboard into a strong industry sector, and it creates opportunities to transition into other careers should that be your desire. Soft skills are vital to many jobs these days. Having a foundation in hospitality—an industry built on soft skills—will give you a broad platform from which to develop your career.

**4. HOSPITALITY IS ONE OF THE MOST SECURE INDUSTRIES**

The World Tourism Council forecasts that, by 2029, the travel and leisure industry will account for 11.5% of the world's GDP, while also providing jobs for more than 420 million of us. This is fantastic news because, with the onset of AI and automation, many roles in other sectors are becoming redundant in the workplace.

The even better news is that because hospitality is founded on human interaction, and the soft skills that are essential to it, the industry is much less likely to be affected by automation. Fortune magazine looked at jobs that are most likely to be replaced by technology by calculating a job's automation potential (AP) as a percentage. Their findings concluded that roles involving 'managing and developing people,' 'decision-making, planning or creative work,' and 'interacting with customers, suppliers or stakeholders' were among the hardest to automate, and therefore had the lowest AP.





Just look at a few of the more than 37,000 hospitality job offers on Hosco, and you'll see those soft skills and people-facing roles are the heart of the hospitality jobs.

**5. YOU CAN SAMPLE THE FINER THINGS IN LIFE**

Hospitality businesses focus on providing the very best in customer experience, and with new players and concepts looking to inspire the new generation of travelers, it is in the industry's interest to pull even more out of the bag for their customers in coming years.

Immerse yourself in the business of hospitality and you'll very often have exclusive access to the very best food, fine wines, and luxury accommodation. It makes a career in luxury not just possible, but a natural step.

**6. IT DOESN'T ALWAYS FEEL LIKE WORK**

Hospitality polled at #6 in the top 10 'Happiest industries' based on responses such as 'I'm excited about my work and projects,' 'I work with great people' and 'I feel recognized and appreciated.'

Hospitality companies are doing everything they can to raise professional satisfaction, so that job turnover is significantly reduced. This means that employees can rise through the ranks quickly, and obtain larger salaries over time.

**7. YOU'LL HAVE THE CHANCE TO GROW... AND KEEP GROWING**

Statistically speaking, Millennials seek out jobs that will excite them and, according to the Harvard Business Review, claim that 'growth opportunity' is one of the most important factors when choosing a role. Along with the worldwide travel that hospitality affords employees comes a wealth of possibility and endless new contacts with which to network.

Regardless of the path you see your career going down, networking and meeting new people is where opportunity sparks. People now in the fields of customer service and hospitality jobs, on average, encounter three times as many people on any given day than those in other industries. Gordon Ramsay himself started out by studying for a degree in Hotel Management, but has since been scouted for his skill and charisma as a television personality.

**8. IT WILL HONE EMOTIONAL INTELLIGENCE**

Research from HVS shows that leaders in the field of hospitality share some common traits. Namely, they have extraordinarily high rates of emotional intelligence. For hospitality professionals, this is a skill set honed by experiencing different cultures, extensive social interaction and understanding the nature of creating a comfortable environment.

Individuals with higher emotional IQ's have several advantages, they have better relationships, better managing their own physical health and are proven to become more successful.

**9. IT MAKES YOU MORE EMPLOYABLE**

Ironically, having a job in hospitality makes other employers far more likely to consider your application. That is because they'll be more confident in your 'soft skills' which include communication, humility, collaboration and interpersonal awareness. These skills matter, and having them makes you very marketable.

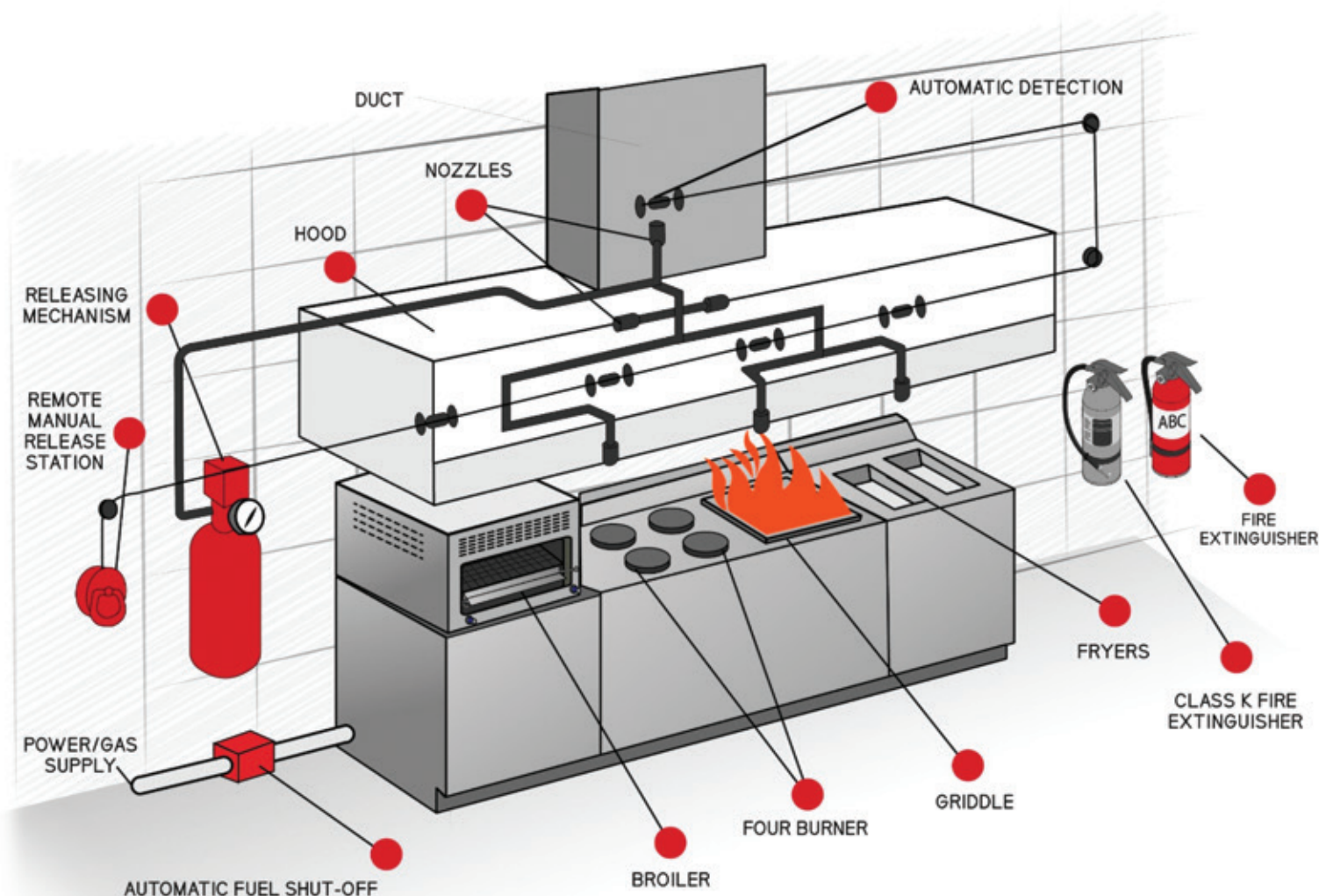
**10. HOSPITALITY MANAGEMENT PROGRAMS ARE AWESOME!**

Starting with a recognized hospitality degree, combined with hands-on practical training, academic excellence and immersive industry internships is the basis for a successful career in hospitality management.



At Glion, our students dive straight into the heart of the industry with applied-learning courses in student-run restaurants, reception areas, and rooms division. Then, they head off to get real-world experience on internship. The next step is applied management courses before a second internship that adds up to one year of hospitality experience before they even graduate. It's a transformative experience, creating graduates so employable that 98% have one or more job offers upon graduation.

If you want to get into the best hospitality jobs, contact us to receive a brochure about our programs and to register for free education counseling. ■



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# WHY YOU SHOULD CLEAN YOUR HOODS & DUCTS ON A REGULAR BASIS

**R**egular cleaning and maintenance are required services that your restaurant needs. Hiring a licensed, insured and certified hood cleaning company is a part of a vital maintenance program that can be overwhelming and something too many eateries put off until it is too late. Delaying these regular cleanings can prove costly. If you want to avoid fires within your duct work, and avoid health and fire department violations and DOB violations, regular cleaning should be one of your priorities.

When it comes to hood and duct cleaning, non-compliance can lead to hefty financial fines, health code violations that shut your kitchen down, and, in the worst case scenario, cause a fire that destroys your livelihood entirely. The photo you see in this article is a real restaurant fire, and there are many like this each year.

According to the National Fire Protection Association (NFPA), the majority of restaurant fires originate in the

kitchen cooking appliances and flare into the kitchen exhaust system. When it comes to fire prevention services, Alpha Solutions goes the extra mile, and makes the difference — day in and day out to be sure that your restaurant does not become a victim of a terrible blaze.

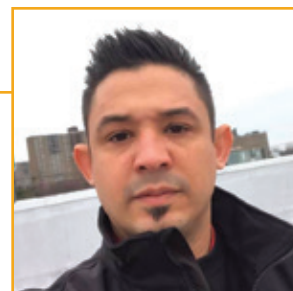
Regular professional hood cleaning that are consistent with state, county and federal codes are the only weapon against kitchen fires, hefty fines and non-compliance violations. If you don't have a responsible hood cleaning and maintenance company servicing your system on a regular basis you are putting yourself, your customers, and employees at risk.

Our goal at Alpha Solutions is pretty simple and very powerful; we are highly committed to keep your kitchen safe, clean, and compliant with all local, state and federal agencies who are responsible for keeping food service operators compliant. ■



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# WHAT TIPPING REALLY DOES

**T**he practice of tipping goes back to the 17th century, and while most people recognize it “to insure prompt service” it has spilled over to many aspects of our interaction with the service sector.

To me, tipping means something entirely different. I look at tipping as a way to say “I see you” and it’s why I rarely leave a tip without a note. Whether it’s simply a “thanks,” or a longer note of recognition, I like to let others know that I appreciated them.

Eye contact with the person you are tipping or giving money to (in the case of the unfortunate person on the street) makes the entire experience personal and meaningful. An ex-homeless person once said when being interviewed about his time on the street that while many

people dropped coins in his cup, very few took the time to look at him, making him feel worthless and invisible.

Years ago, when my daughter worked at Dunkin Donuts, a woman gave her a \$20.00 tip. It made her day. It made her week. Recently, when dining with this same daughter at a restaurant on Cape Cod, we had a terrific waitress. Although she was on in years and looked a bit tired that night, you could tell by the way she interacted with her tables she really wanted to make the dining experience special for the patrons. That night, I left her a special cash tip with a nice note. The tip that had such an impact on my daughter ten years earlier taught me a valuable lesson. There’s no doubt the next day this waitress came in with an air to her step and a renewed feeling about her job. ■

**LYNNE SCHULTZ**

CONTRIBUTING WRITER

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# Amazing Collette Hobby to



“

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! ONLY 17.5% people with disabilities were employed in 2015. Most people with disabilities live at poverty level.

”





# Business Boom



Collette Divitto was born in 1990 with Down syndrome. She grew up in Ridgefield, Connecticut, where she developed a passion for baking after taking classes in high school. After testing out several cookie recipes, she came up with an original cinnamon chocolate chip cookie that people really enjoyed. Because all of her friends and family raved, “This cookie is amazing,” Collette decided to call her recipe “The Amazing Cookie.”

After high school, Collette attended Clemson University, and finished a three-year LIFE program in just two years. With characteristic sass and a strong drive to work hard and succeed, she moved to Boston, where she was sure she would find a paying job. Although she went on many job interviews that seemed to go very well, she always got an email saying something like, “it was great to meet you, Collette, but at this time we feel you are not a good fit for our company.” Because she was determined not to let rejection stop her from earning a living and doing meaningful work, Collette decided to turn her passion for baking into a business, and founded Colletley’s Cookies. She started by approaching a local grocery store and asking if they would sell “The Amazing Cookie.” The store became her first of many clients.



Knowing first hand the struggles that people with Down Syndrome endure while looking for employment, Collette decided that her company would be not just a means of earning a living, but it would have a greater mission—to create jobs for other people with disabilities. In late 2016, the Boston CBS TV affiliate featured Collette and her company on their nightly news program. Soon, she was flooded with orders. The national news picked up her story, and Colletley’s Cookies went viral. She has been featured on CNN, Good Morning America, MSNBC, Inside Edition, BBC, and many other print and television media outlets around the world. She is also known for her TV show, “Born For Business” airing on Peacock and CRAVE networks. She has sold over 350,000 cookies to date and Colletley’s Cookies now employs 15 people, several with disabilities. On top of that Collette also founded a non-profit, Colletley’s Leadership, with a focus on Education, Independence, Empowerment, and Entrepreneurship for People With Disabilities.

Collette travels around the country to share her inspiring story, and constantly encourages people to focus on their abilities rather than what they can’t do. Her ultimate goal is to work with lawmakers in Washington, D.C. to create policies that would increase employment opportunities for people with disabilities. ■



# DESPERATE FOR WORKERS, RESTAURANTS TURN TO ROBOTS

## MEET FLIPPY

**M**iso Robotics' "Flippy" uses artificial intelligence, sensors, computer vision and robotic arms to fry fast food like french fries and chicken wings.

Robots can make french fries, mix drinks and even clean toilets, and they never ask for a raise. However they can also break down.



When Florida gave restaurants the green light to reopen indoor dining earlier this year, restaurateurs like Carlos Gazitua were euphoric. They hoped it would resuscitate their businesses, many of which were on life-support after the shutdown. They quickly learned it was tough to coax workers back.

"It was a crisis," said Mr. Gazitua, owner and chief executive of the Sergio's Restaurant chain in Florida. "We couldn't find anyone." Even a major job fair, drawing dozens of restaurant and hotel owners offering more than 1,000 jobs in May, was disastrous.

"We had 40 employers and only four people showed up!" he said. "It was bizarre — all the employers thought we were on 'Candid Camera.'"

So, Mr. Gazitua turned to robotics, bringing in the Servi robot in July at one of his restaurants. Servi uses cameras and laser sensors to carry plates of food from the kitchen to tables in the dining room, where the waiter then transfers the plates to the customer's table. The robot costs \$999 a month, including installation and support.

Servi saved wait staff and bussers from having to run back and forth to the kitchen and gave overworked servers more time to schmooze with customers and serve more tables, which led to higher tips.

"In the first two hours, the servers were amazed!" he said, adding that Servi have now been added to the company's five other full-service restaurants.

Mr. Gazitua is among a growing number of restaurant and hotel owners who are turning to robotics during this labor shortage. Robots don't call in sick, don't request raises and do jobs, like frying and cleaning, that workers don't like.

Indeed, many robotics companies, like Miso Robotics, Bear Robotics, Peanut Robotics, Knightscope, SoftBank Robotics and Makr Shakr, say they've seen huge spikes in inquiries for their robots since the pandemic hit.

Miso is getting 150 inquiries a week for its Flippy robot, said Mike Bell, chief executive of Miso. The robot, which costs about \$3,000 per month, including maintenance, identifies the food, senses the oil temperature, and monitors the cook time.

The C.D.C. estimates 48 million people get sick, 128,000 are hospitalized, and 3,000 die each year from food-borne illnesses. Using robots like Flippy improves a kitchen's cooking accuracy and consistency, reducing human error that could lead to food contamination issues, Mr. Bell said.

White Castle started testing Flippy at its Merrillville, In., restaurant in late 2020.

"This is the toughest labor market we've encountered since World War II," said Jamie Richardson, vice president of marketing at White Castle, founded in 1921. The test went so well that it plans to add Flippy to 10 more locations. Michael J. Hicks, professor of economics and director of the Center for Business and Economic Research at Ball State University in Muncie, In., echoed Mr. Richardson's view of the job situation. ■







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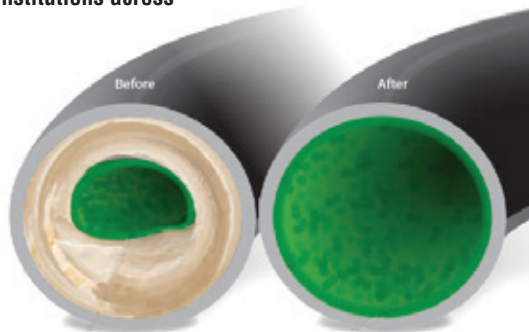
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## SCHOLARSHIPS FOR THE FIRST PLACE DISH

**C**ulinary Students and seasoned Chef's were seen showing off their skills at the American Culinary Federation Long Island Chapter's "Ready Set Cook" High School Competition. In one area, teams of students were formed from all-three Boces campuses in Long Island. Their goal? Create a first place dish to receive scholarships for a top Culinary Institute of New York at Monroe College. Allotting a time of 3 hours, these students put on quite a performance to show their desire for the cooking world.

**Winners will be announced in March, so stay tuned!**

Right next door, seasoned Chef's were seen preparing their top skilled dish. With only 1 hour to create and plate, these chefs were put under the pressure by their peers, all distinguished members of the American Culinary Federation. With two very fine dishes to critique, the judges were able to come to a decision on who their winner would be for their 2021 Chef's Cook Off.... Stay tuned to see the winners!



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# BUSINESS TRAVEL COMES BACK SLOWLY

HOSTING LOCAL BUSINESS PARTIES THIS HOLIDAY MAY BE A GOOD START FOR HOTELS



**B**usiness travel spending is up this year, although it rose more slowly than anticipated. Besides COVID variants and surging cases in some regions, the work-from-home trend may also negatively affect business travel.

## MORE BUSINESS TRAVEL IS EXPECTED, BUT A FULL RECOVERY WON'T COME UNTIL 2024

According to a November CNBC report (Josephs, 2021), global business travel will likely increase 14% to \$754 billion from the 2020 level. That was down from the forecasted 21% year-to-year growth. As a reference, other relevant statistics include:

- Global business travel spending was at \$1.4 trillion in 2019.
- It dropped 54% to \$661 billion in 2020.
- Global business travel spending is expected to surpass \$1 trillion again in 2022, with a 37% year-to-year increase.
- China and the U.S. will lead the growth.

## THE MOST-WATCHED NEW YEAR'S EVE "PARTY" WILL RETURN TO TIMES SQUARE

After a scale-down celebration at Times Square last year, the world's most-watched New Year's Eve Party will finally return to its "full strength" this year, although

it will only be open for the fully vaccinated people (Wong & Rubinstein, 2021). The ring in this new year will also symbolize the rebirth of the post-pandemic world.

Hotel bookings and restaurant reservations are already up in that area, also thanks to the easing international travel restrictions. People can now book their New Year's Eve parties in nearby venues too.

## SMALL-SCALE EVENTS AND BUSINESS PARTIES ARE COMING BACK FIRST

People and businesses want to get together and aim to resume some normalcy. Hotels become an ideal place for small events and gatherings.

For example, CHLA (California Hotel & Lodging Association) and ALHA hosted the California Hotel Conference at the Hyatt Regency Newport Beach in November 2021. The event brought over 100 attendees to the conference and 200+ guests to the CHLA Hospitality Foundation Scholarship Awards Gala.

Events like the California Hotel Conference and small business parties are coming back to hotels already. Check out your hotel's sales team to see if this holiday season will mark a rebound for business events. ■

LINCHI KWOK, PH.D.

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Wong, A., & Rubinstein, D. (2021, November 16). New Year's Eve will return to Times Square for vaccinated guests. The New York Times. Retrieved on November 20, 2021, via <https://www.nytimes.com/2021/11/16/nyregion/new-years-eve-times-square.html>







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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>

# EMPLOYMENT OPPORTUNITIES

**SKOPÓS HOSPITALITY GROUP** is a cutting-edge group of restaurants and bars located in Northern New Jersey. We are known for our craft cocktails and seasonal pub-style food menus, all set in uniquely designed spaces that transport our guests.

## OUR RESTAURANTS:

Gus' Last Word: Woodbridge, NJ  
The Barrow House: Clifton, NJ  
Cowan's Public: Nutley, NJ  
Franklin Social: Jersey City, NJ  
The Vanguard: Harrison, NJ

We are looking to fill the following positions:

## LINE COOK

Ability to learn and execute recipes correctly and within the safety standards of the health department. Must have experience and working knowledge of the various cooking techniques amongst the varied kitchen stations.

## DISHWASHER

An entry level position; great for someone who is interested in eventually becoming a line cook! Responsible for washing dishes and cooking equipment in a timely manner during and between service.

## HOST / HOSTESS

The Host/Hostess will be responsible for greeting and seating our guests in a timely fashion with a friendly,

professional demeanor. They will display a confident use of our reservation and third party delivery tablets. They will possess an ability to answer the phone in a professional manner giving proper information.

## BAR BACK

The Bar Back position is an entry level position; great for someone who is interested in eventually becoming a bartender. They will be responsible for preparing the bar station with spirits, syrups, juices and garnishes to ensure the bartender has all things necessary to serve the guests. They will ensure a clean work space and keep the bar stocked with clean glassware and ice amongst other items necessary for service.

## SERVER

The server will be responsible for guiding guests through their entire dining experience with a thorough knowledge of all menu items. They must exhibit a professional demeanor when taking guests orders and tending to the guests through every aspect of tableside service.

Benefits include health insurance, referral bonuses, flexible schedules, employee discounts, ongoing educational and growth opportunities.

Please send your resume or a brief description of your experience to us at: [careers@skoposhospitality.com](mailto:careers@skoposhospitality.com) or visit [skoposhospitality.com/careers-1](http://skoposhospitality.com/careers-1)

## SOUS CHEF

**Emma's Torch - Brooklyn, NY** The Sous Chef will work alongside the Culinary Director to provide a safe and constructive work environment for the students, teach the students all aspects of production and service in a restaurant environment, maintain a high standard of cleanliness, organization, & food quality, and manage the day-to-day back of house & service operations. The Sous-Chef will also be the point of contact when the Culinary Director and/or GM are not present. The Sous Chef position at Brooklyn Public Library is a unique opportunity to work in a quick service

environment that allows you to be actively involved in all aspects of the operation, as well as practice and develop your teaching and leadership skills as you work with our unique student base. **Contact:** [info@emmastorch.org](mailto:info@emmastorch.org)

## ASSISTANT SOMMELIER

**YUCO - New York, NY 10011** Yuco restaurant is in need of an Assistant Sommelier. The Assistant Sommelier is expected to offer a memorable experience ensuring the highest quality of service. **Contact:** [michael.pacheco@yucorestaurant.com](mailto:michael.pacheco@yucorestaurant.com)

Discover these opportunities and more at [careers.hhmhospitality.com](http://careers.hhmhospitality.com)

JOB TITLE	LOCATION	JOB TITLE	LOCATION
Hampton Inn: Guest Service Agent	NYC/Chelsea	Hyatt House: House Attendant	White Plains, NY
Hampton Inn: Area Accounting Manager	NYC/Times Square South	Moxie: Guest Service Agent	NYC/Downtown
Hilton Garden Inn: Operations Manager	NYC/Central Park South	Hampton Inn: Engineer/Maintenance	NYC/Seaport/Fin. District
Holiday Inn Express: Hourly Positions	NYC/Times Square	Salt Wood Kitchen: Line Cook	Marina, CA
HHM General Manager	New York, NY	Holiday Inn: Room Attendant	Norwich, CT
Hilton Garden Inn: Housekeeping Manager	Jamaica/JFK Airport	Hyatt Place: Cook	Sugar Land, TX
Hilton Garden Inn: Front Office Manager	NYC/Tribeca	Rand Tower: Sous Chef	Minneapolis, MN
Hyatt House: Restaurant Supervisor	White Plains, NY	Holiday Inn Denver East: Cook	Denver, CO
Hyatt House: Breakfast Supervisor	White Plains, NY	Embassy Suites by Hilton: Cook	Palm Desert, CA
Fifth Avenue Hotel: Dir. of People & Culture	New York, NY	The Rittenhouse: Breakfast Cook	Philadelphia, PA
Fifth Avenue Hotel: Dir. of Engineering	New York, NY	The Envoy Hotel: Steward	Boston, MA
Hotel Aliz: Guest Service Agent	NYC/Times Square	Marriott Mystic Hotel & Spa: Line Cook	Groton, CT
Hilton Garden Inn: Guest Service Agent	NYC/Midtown East	The Joule: Banquet Executive Chef	Dallas, TX
Hyatt House: Driver	White Plains, NY	Ambar Restaurante: Executive Chef	El Paso, TX
Hampton Inn: Breakfast Attendant	NYC/Chelsea	Hampton Inn & Suites: Engineer	Harrison, NJ



# Does your dishwasher inactivate coronavirus?

MEIKO machines render it harmless in a single wash

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 transmission of disease via food wares.**

Virologist Dr. Friedrich von Rheinbaben of the HygCen Institute in Germany has certified that warewashing operating conditions, combined with the disinfectant cleaning of **MEIKO** warewashing technology, will safely inactivate the envelope-type coronavirus SARS-CoV-2, as well as all other enveloped viruses after a single wash, which makes MEIKO dishwashers highly effective against these types of viruses.

## Most MEIKO standard models are certified

- M-iQ (all models)
- KA rack-type (all models)
- Pot and pan washers (all models)
- Door-type dishwashers
- Undercounters (all models)



FV 40.2



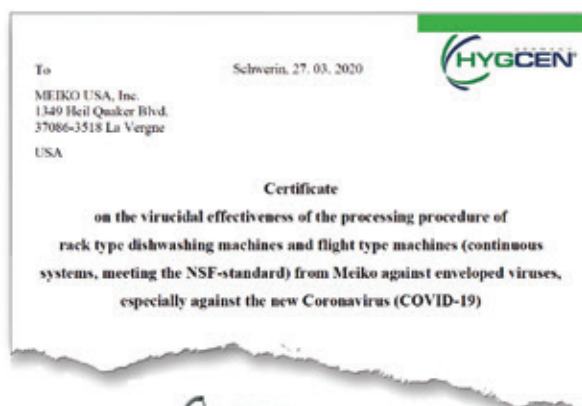
M-iClean  
UM GIO



M-iQ (all models)



KA rack-type (all models)



Scan to find out more about COVID-19 and the MEIKO technology that can inactivate all envelope-type viruses. Or visit: [www.meiko.info/all-about-hygiene](http://www.meiko.info/all-about-hygiene)

# UPCOMING EVENTS

DECEMBER  
6-8

## SHFM 2021 NATIONAL CONFERENCE CATALYST FOR WORKPLACE EVOLUTION

December 6-8, 2021

Omni Amelia Island, Florida

[SHFM-Online.org/2021](https://SHFM-Online.org/2021)



DECEMBER  
8

## AHFNY HOLIDAY PARTY

Wednesday, December 8, 2021 - 6:30pm - 10:30pm

Russo's On The Bay

Howard Beach, New York

[AHFNY.org/events](https://AHFNY.org/events)



DECEMBER  
9



## HANYC ANNUAL MEETING AND COCKTAIL RECEPTION

Thursday, December 9, 2021 - 3:00pm

Intercontinental New York Barclay

New York, New York

[hanyc.org](https://hanyc.org)

MARCH  
6-8

## INTERNATIONAL RESTAURANT EXPO

March 6-8, 2022

Jacob K. Javits Convention Center

New York, New York

[InternationalRestaurantNY.com](https://InternationalRestaurantNY.com)



## INTERNATIONAL BAKING INDUSTRY EXPOSITION

September 17-21, 2022

Las Vegas Convention Center

Las Vegas, Nevada

[BakingExpo.com](https://BakingExpo.com)

FEBRUARY  
1-3



## THE NAFEM SHOW 2023

February 1-3, 2023

Orange County Convention Center

Orlando, Florida

[NAFEM.org/events/](https://NAFEM.org/events/)



# An oven **you can rely on.**

Engineered for dependability, Combitherm® ovens provide efficient and consistent food production—even in the most demanding conditions—and are built tough to keep you up and running.

Whether scaling up to handle increases in demand or adapting menus to stay ahead of trends, your kitchen has to be prepared and properly equipped.

Combining multiple cooking functions into a single appliance, these ovens do the work of a convection oven, kettle, steamer, fryer, smoker and more. Execute every dish, no matter how simple or complex, faster than ever with flawless precision.



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