Chefs That Sizzle: Ranada’s Bistro & Bar

How to Keep Norovirus Out of Your Restaurant

Funny Money - Not a Laughing Matter
The Kentucky Restaurant Association’s
16th Annual Cuisine on the Green – October 7, 2019
Persimmon Ridge Golf Club – Louisville, Kentucky

Registration Form

Contact Information (Required):

Company: ____________________________________________________________

Contact: ______________________________ Title: __________________________

Address: __________________________________________________________________________

Phone: ___________________ Fax: ___________________ Email: ________________

☐ I am registering a team for the Cuisine on the Green Scramble Tournament. My team members are listed below. **Team fee $600.00**

☐ I am registering myself for the Cuisine on the Green Scramble Tournament and need to be placed with a team for play. **Individual fee $150**

Players’ Names

_________________________________________  ________________________________

_________________________________________  ________________________________

*Fee covers Greens Fees, Cart, Tee Prize, Dinner and Beverages
**Mulligans $5 each, 2 per person.

10 A.M. Registration and Lunch ~ 12 P.M. Tee Time

Total Amount $ ____________ Check enclosed or charge my credit card:

Please circle one: Visa MasterCard Discover American Express

Name on Card: ________________________________

Card Number: ________________________________ Exp: __________ CVV Code: __________

Signature: __________________________________ Date: ________________

Authorized Signature: ________________________________ Date: ________________

Send Form & Payment to: Kentucky Restaurant Association
133 Evergreen Road, Suite 201
Louisville, KY 40243
502/400-3736  Fax 502/896-0465

The Seventh Edition is built to reflect the NRA’s new job task analysis for food protection manager certification.

Food safety has never been more important to the restaurant industry and its customers. Based on the 2013 FDA Food Code, the ServSafe Manager Book, 7/e focuses on the preventative measures to keep food safe. To better reflect the changing needs of a diverse and expanding workforce, food safety topics are presented in a user-friendly, practical way, with real-world stories to help readers understand the day-to-day importance of food safety. The streamlined delivery of food safety content will create a learning experience that is activity-based and easily comprehended by a variety of learners. The end result is content that is more focused, leading to stronger food safety practices and a better-trained workforce.

• Greater emphasis on active managerial control with a transition away from HACCP.
• Modifications throughout every step in the flow of food, from purchasing through service.
• Adjustments made to personal hygiene guidelines as well as cleaning and sanitizing requirements.
• Study questions are written in the same style as the ServSafe Examination to help students better prepare for the exam.

For information on ServSafe® classes offered in Kentucky, visit www.kyra.org or contact Lisa at 502.400.3736.
Do you know a chef in your area who is creating a buzz with innovative cuisine, exceptional presentation or fresh new ideas? KRA wants to tell the state about them in a bi-monthly feature in the Kentucky Restaurant Journal. Submit your favorite chef du jour to lisa@kyra.org. Please include restaurant and contact information. Selected submissions will be featured in the magazine as Chefs That Sizzle.
The Kentucky Restaurant Association Board of Directors met yesterday, and while that may sound boring or routine there were business men and women from throughout Kentucky representing restaurants and supplier companies doing the work of the Association. Yes, there were some motions about financial reports, leadership appointments, accepting the last meeting’s minutes and lots of discussion about upcoming events and deadlines, but you know what my favorite part is? It’s being in the room with industry leaders who respect each other, and watching them trade ideas for the betterment of our Kentucky restaurants.

If you’re not yet a member, you benefit from this because we are shaping policy, standing up for ALL restaurants and protecting the industry’s message: we’re the industry of opportunity! Most of what KRA does falls into three categories: educate, celebrate and advocate. We conduct ServSafe® and ServSafe Alcohol classes all the time. Our Chapters raise thousands of dollars for charities. Our Kentucky ProStart program actively works with 20+ schools throughout the state educating and developing your next source for employees. Our legislative work advocates for your business not being singled out for more fees or for a restaurant tax city leaders throughout the state are begging state legislators for. We bring the industry together at our golf, Expo and Gala events – to network, learn and celebrate the bright stars we have!

In the next few months, you’ll see a lot of communication from me urging you to contact your state legislators in opposition to a restaurant tax. Please make the call, send the email and talk to legislators who dine in your establishment. You can explain how another tax will affect your business so much better than I can. If you’re not sure who to contact, look here: https://apps.legislature.ky.gov/findyourlegislator/findyourlegislator.html

KRA does the hard work on behalf of Kentucky’s restaurant industry. I invite you to join KRA and do your part – even if you don’t participate in a thing – in helping make our voice stronger. The louder our voice, the more it will be heard.

I hope to see you at Cuisine on the Green on October 7 and our Day at the Races Expo on November 21!
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Association Objections Lead to Withdrawal of Regulation Increasing Food Permit Fees

In a meeting with Department of Public Health (DPH) Commissioner Jeffrey Howard and the Cabinet’s Director of Legislative and Regulatory Affairs, KRA’s representative pointed out that the proposed increases contained in the agency-filed amendment to 902 KAR 45:110 clearly violate Kentucky law and advised the state officials that the association would strongly object to the massive increases contained in the proposed regulatory change. Additionally, KRA and other groups filed formal comments objecting to the increases in the permit and inspection fees levied by the state Department of Public Health (DPH) and, as a result, agency officials withdrew the proposed regulatory change.

The proposed fee increases dramatically exceeded the statutory limitations enacted by the General Assembly in the 2018 session that specifically limit any increase in the fees assessed retail food establishments including restaurants to no more than 5% annually. Discussions are expected to continue about the agency’s path forward including a commitment by KRA’s representative to support the agency’s request for additional General Fund appropriations to avoid major increases on the regulated entities. The potential for a reduction in the frequency of inspections for those permit holders with a history of compliance was also discussed as a way to reduce costs within the program.

It is unknown how the Cabinet will proceed given the departure of Commissioner Howard after being chosen as a White House Fellow.

Other Regulatory Changes Filed by State Agencies Advance

The Department of Public Health proposed amendment to 902 KAR 045:090 dealing with cottage food producers is set for its final legislative review. The regulatory change was needed to comply with statutory changes enacted in the 2019 General Assembly that requires home-based food processors to register with the state agency. The amendment requires these entities to pay a $50 annual registration fee, to identify the items they are producing and to provide the location where processing is occurring.

In the area of workers’ compensation, the Department of Insurance has filed a regulatory change affecting premiums for coverage. The proposed amendment to 806 KAR 13:120 clearly authorizes carriers to offer policies with deductibles and outlines the standard for calculation of premiums and premium discounts for policies with deductibles. Final legislative review has been completed on 803 KAR 025:270 that establishes a formulary for drugs prescribed and dispensed under the program. The new regulation requires prior authorization for any drug listed as “N” (non-preferred) on the formulary.

Restaurant Tax Expansion Remains a Priority for Cities

Local governments are continuing their call for additional “tools in their toolbox” in terms of taxing authority. A constitutional change to allow a local option sales tax (LOST) has been a major push in recent sessions but it is unlikely that lawmakers would consider both an increase in the state sales tax and a new local sales tax at the same time. That’s why we expect the restaurant tax expansion to be one of the top priorities of the Kentucky League of Cities in the 2020 session. We are aware that many mayors and other city officials are in regular contact with their state representatives and senators pushing for a change to permit all cities to levy a local meals tax and allow the local government to keep most of the revenue for a broad array of programs and services rather than earmarking the money for tourism promotion and development.
It’s Your Time to Shine.

Win $10,000: Apply Today for the 2020 Restaurant Neighbor Award, Faces of Diversity Award, and Ambassador of Hospitality Award.

Is your restaurant one of the 90% of restaurants doing charitable work in their community? Are you living the American Dream thanks to your work in the restaurant industry? Tell us how your restaurant gives back or share your story of success, and you could win one of the National Restaurant Association Educational Foundation’s prestigious Restaurant Industry Awards.

The Restaurant Neighbor Award, sponsored by American Express, recognizes restaurants for outstanding community service. The Faces of Diversity American Dream Award, sponsored by PepsiCo Foodservice, celebrates diversity of the industry and honors three individuals who have realized the American Dream. The Ambassador of Hospitality Award, sponsored by Ecolab, honors lifetime achievement and service to the industry.

More than $30,000 will be awarded to charities around the country in recognition of the Restaurant Neighbor Award winners and $7,500 in scholarships will support hospitality students pursuing through the Faces of Diversity Awards. Winners will be recognized in March of 2020 at an awards celebration in Washington, DC.

“The restaurant industry is one of the most diverse in the country, employing more minority managers than any other business sector,” said Stacy Roof. “It is also one of the most charitable in the United States. To shine the spotlight on the important role the industry plays in improving the quality of life, the NRAEF is now accepting applications for these prestigious awards.”

These awards honor those members of the restaurant industry that best represent its commitment to diversity and charitable giving. Nominations are due October 7, 2019.

For more information or to apply today, visit ChooseRestaurants.org/Awards.
The Louisville Chapter held a Summer Bourbon Cruise aboard the CQ Princess on July 24, 2019. The event featured Michter’s products and had Master Distiller Dan McKee and Master of Maturation Andrea Wilson on board. The proceeds from the event benefitted Apron, Inc.
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www.kyra.org | 10 | September - October 2019
Q. My Lexington restaurant was recently audited by the federal Department of Labor, and they said we were handling training costs improperly. Our hourly employees were purchasing their server alcohol training and foodhandler cards, but the DOL said our business must pay for them. What do you know?

A. Our initial understanding was that businesses were not responsible for covering foodhandler and server alcohol training costs, even though some businesses may offer that. After speaking with Joe Principata, an investigator with the federal Department of Labor, he said that his department interprets the FLSA as stating any minimum wage employee with required training – in this case foodhandler and server alcohol – must be paid by the business and not the employee because “they need the training to perform their job.” We spoke with the Lexington ABC administrator and with the LFUCG Health Department, who both said their ordinances did not specify who must pay for the training. Mr. Principata said he understands that most hourly employees obtain their training and may change jobs frequently, but the onus is on the employer to pay for mandated classes. He said there are financial penalties if businesses do not cover training costs. He also mentioned he sees a lot of restaurants erroneously calculating overtime, incorrectly using the $2.13 amount rather than minimum wage/$7.25. Please work with your payroll company or internal payroll person to make sure you are not fined for incorrect calculations!

Q. My restaurant received a letter from ICE about an I-9 investigation. Of course I will provide all the documents we have, is there anything else I should do?

A. Several KRA members have received letters and are working with officials who are checking I-9s and personnel records. One member we talked to at length said when he got the notification of an investigation he immediately contacted an immigration attorney, and he provided us with that information. He highly recommended working with an attorney who has been through such investigations with clients before. Please contact Stacy Roof if you would like more information.

How may we be of assistance?
Call the Kentucky Restaurant Association at 502-400-3736 or email stacy@kyra.org with your question.
HOUSE APPROVES A $15 MINIMUM WAGE
The measure also calls for phasing out the tip credit.

On July 18th, The U.S. House of Representatives approved an increase in the federal minimum wage to $15 an hour within six years.

The measure would also phase out the tip credit, a key break for full-service restaurants.

Fight for $15, a union-backed movement to set $15 as the minimum wage, hailed the vote as a “historic victory.”

The National Restaurant Association’s EVP of public affairs called the new pay floor set by the bill, H.R. 582, as “the wrong wage at the wrong time, implemented in the wrong way.”

“Thousands of restaurant industry employees, leaders and community members have called and emailed Congress to share their concerns about how H.R. 582 would cripple small and family-owned businesses,” said Sean Kennedy, essentially the association’s top government-affairs executive. “They have explained that the wage hike is a job killer in their communities, and that eliminating the tip credit overwhelmingly supported by employees, would cut salaries that right now average $19-25 per hour.”

The increase is the first wage hike approved by the House since 2007, when it passed a measure raising the pay floor to $7.25 an hour as of 2009. That bill set the minimum wage for servers, bartenders and other tipped employees at $2.13 an hour, provided that gratuities made up the $5.12 that would bring them to an income of $7.25 per hour. The Raise the Wage Act, approved today by a 231-199 vote, would gradually raise the wage mandated for tipped employees to $15 an hour.

The bill calls for setting the minimum wage for nontipped employees at $8.35 an hour three months after the measure becomes law. It would then climb every year afterward by about $1.30 until hitting $15 in 2025.

The minimum wage paid directly to tipped employees would rise to $3.60 three months after the law is enacted, and then increase by at least $1.50 a year afterward. A provision of the bill expressly guarantees that employees would be entitled to whatever tips are left for them, thereby prohibiting management from sharing in the gratuities. The measure’s effect on tip pooling is not clear.

The measure, the Raise the Wage Act, allows the increases for both tipped and nontipped employees to be adjusted by the median wage of hourly workers is driven up or down by market forces.

The bill, approved in the Democratic-controlled House on party lines, now moves to the Republican-controlled Senate, where the bill is widely anticipated to die, possibly by being shelved rather than put to a vote. If Senate leadership should schedule a vote, it would almost certainly be defeated because of the Republican majority. As the leader of the Republican Party, President Trump is expected by most observers to veto the act.

However, both opponents and proponents of a $15 wage say Congress would be primed for passing the so-called living wage if Democrats gain control of the Senate in the 2020 elections. The threat of a veto would similarly be eliminated if Democrats capture the White House.

“We’re celebrating the House vote today, but tomorrow, we’ll turn right back to the fight. Our eyes will be on the Senate and on President Trump,” Fran Marion, an employee of a McDonald’s in Kansas City, said in a statement released by Fight for $15. “And they’ll be on McDonald’s as well. We’re going to get McDonald’s to pay $15—and we’re going to win $15 all across the country.”

Passage of the measure by the House also increases the likelihood that a $15 minimum wage will be a key issue in the campaigning for the 2020 election.

July’s vote follows the release of a Congressional Budget Office study that found at least 1.3 million jobs and possibly as many as 3.7 million would be eliminated by 2025 if the federal minimum wage was raised to $15. However, the same report found that 1.3 million Americans would be lifted out of poverty by the increase. The report indicated that raising the wage to $10 an hour would have far less of a negative impact on employment.

“House Democrats showed that they put party politics over jobs by voting for an unprecedented wage mandate which even the non-partisan Congressional Budget Office shows could eliminate up to 3.7 million jobs,” Samantha Summers, communications director for the conservative Employment Policies Institute (EPI), said in a statement. “This bill will only hurt those it is intended to help by killing jobs and forcing businesses to close.”

https://www.restaurantbusinessonline.com
Dear KRA Members,

Our industry is under attack by city officials looking for new ways to raise revenues. They are pushing for a change in the law that would allow every city in Kentucky to levy a local restaurant tax of up to 3%. But even further, the legislation that has been initiated by the Kentucky League of Cities in recent legislative sessions and will be introduced again in the upcoming Kentucky General Assembly, would allow the tax proceeds to be used for non-tourism related expenditures.

If I could raise my menu prices by 3% without any negative effect on my sales, I’d be foolish not to do so. Adding 3% to the check presented to my customers, on top of the 6% state sales tax I am already required to collect, would add nearly 10% to the cost of their meal. That level of increase would certainly affect how often they come to my restaurants since everyone has only so much disposable income.

When my sales decline, it will certainly impact my bottom line but my employees will also suffer. If business drops off, an inevitable result will be less hours for my staff. That means my wait staff will have fewer opportunities to earn tips and I’ll be even more constrained in increasing wages for my back-of-the house employees.

The restaurant tax proposal unfairly singles out our industry and its customers to finance government programs and services. Mayors and other city officials are telling state lawmakers it’s a matter of local control. Some of them are also suggesting it’s a way to get tourists to foot some of the tax bill but unless your restaurant is markedly different than mine, it’s local people who keep you in business. The vast majority of my customers are from the Louisville area and they are the ones who would have to pay the new tax.

*If we are going to stop the restaurant tax legislation, members of the industry must get engaged.* You need to contact your state senator and state representative NOW and tell them the impact this proposed new tax would have on your business, your employees and your customers. I’d also encourage you to let your customers know that city officials are trying to get authority from the legislature to levy a new tax on them. I suspect they will be no happier with that than I am.

If you need help in identifying who represents you in the state legislature, please contact Stacy in the KRA office at stacy@kyra.org or 502-400-3736. Otherwise, stay tuned for more information about tools the association is developing to help us STOP THE FOOD & BEVERAGE TAX.

Sincerely,

John Varanese
Chairman, Kentucky Restaurant Association
Owner, River House Restaurant & Raw Bar and Varanese Restaurant
How to Keep Norovirus Out of Your Restaurant
Every year, norovirus causes 19–21 million illnesses and between 570–800 deaths.

Norovirus is the leading cause of illness and contaminated food outbreaks in the United States, according to the Centers for Disease Control and Prevention. Norovirus is a common virus that can spread widely and rapidly. Many people refer to this illness as the “24 hour bug,” “stomach bug,” or “flu.”

It is a common misnomer that norovirus and influenza are one and the same; influenza is a virus that affects the lungs and respiratory system. Symptoms include a sudden fever, a headache, sore throat, cough, body aches, and congestion. Vomiting and diarrhea are not a symptom of the flu, although they may occur as the body's immune system is weakened. Similarities do include the fact that both are highly contagious, have the potential to cause outbreaks and be deadly. Influenza, or “the flu,” is not a foodborne illness, but norovirus is and can wreak havoc in the foodservice industry and your brand.

Every year, norovirus causes 19–21 million illnesses and between 570–800 deaths, according to the CDC. Most of these outbreaks occur in food service settings—restaurants, schools, nursing homes, hospitals, day care centers, military barracks, universities and cruise ships. Individuals in the “high risk” populations are the most susceptible. This includes young children, the elderly, and those with weakened immune systems.

Typically, norovirus involves vomiting and diarrhea. However, in some situations, the ramifications are much more severe. A norovirus infection can become very serious in children, the elderly and individuals with compromised immune systems. Norovirus can cause severe dehydration, malnutrition, and even death.

Preventing norovirus is a critical issue for the entire food service industry.

Any company that makes, serves, or sells food in any capacity must be vigilant about this issue. It has been determined that 64 percent of outbreaks are attributed to restaurants and 70 percent of those outbreaks are caused by infected workers.
All food businesses should implement and train team members on SOP's (Standard Operating Procedures) for preventing and reporting illness. This includes:

Conditional Employee Reporting Agreements

This agreement's purpose is to inform conditional employees or food employees of their responsibility to notify the person in charge (PIC) when they experience any of the conditions listed so that the PIC can take appropriate steps to preclude the transmission of foodborne illness. (These steps include proper disposal of bodily fluids/vomit, sanitation of all surfaces, washing/sanitizing all linens, towels and rags, etc.)

Employee Reporting & Exclusion Policy

- Report illness to PIC
- Avoid preparing food for others while you’re sick and for at least 48 hours after symptoms stop. Don’t allow employees to work if they're exhibiting symptoms of norovirus (vomiting, diarrhea). They must be symptom-free for a minimum of 48 hours before returning to work.
- Report the symptoms to their manager or employee health department immediately and seek medical attention. The employee should not return to work until after receiving clearance from a health practitioner.
- Ensure all employees wash their hands carefully and often with soap and hot water, dry with paper towel or air dryer, and wash again when returning to their work station.

Policy Acknowledgement

- Develop and implement written procedures for employees to follow when responding to vomiting or diarrheal events that involve the discharge of vomitus or fecal matter onto surfaces in the food establishment, as recommended in the 2017 FDA Food Code.
- Body Fluid (Vomit and Diarrhea) Cleanup/Disinfection Procedures. Use proper equipment to clean up bodily fluids that could spread norovirus. For instance, PURELL Body Fluid Spill kits are instrumental in containing and disposing of body fluids (vomit, diarrhea) that could spread norovirus.

A study at MIT showed projectile vomiting can contaminate close to 84 square feet, and virus particles can also be suspended in air! This report exposes that these germs are spread quickly, easily and can be projected to surfaces and people all the way across a room. Also, these germs often linger in places that appear to be clean … How gross is that?

Even thought your kitchen utensils, counters, and surfaces may appear to be clean, viruses and germs may be lingering on surfaces and in hidden spaces, such as spaces between counters and walls, in tile grout, etc. In fact, norovirus can live outside the body for several days, so it’s imperative to clean and sanitize facilities thoroughly and often—especially during/after a norovirus incident or outbreak. Food safety facilities should:

- Wash table linens, napkins, dish rags, and other laundry thoroughly.
- Train your staff about food safety protocols and ensure they follow the strictest procedures whenever they’re preparing, storing and serving food.

It only takes 18 cells to contract norovirus … 18 cells that are small enough to fit on the eraser of a pencil. When and if you contract norovirus, you will be spewing projectile vomit and explosive diarrhea for days, and can easily spread this hideous illness to others. Do yourself (and the rest of us!) a favor and educate your staff on the how’s and why’s of preventing this dreadful illness. You’ll be thankful you did.


![Symptoms of Norovirus](https://www.qsrmagazine.com/outside-insights/how-keep-norovirus-out-your-restaurant)
Better Training is Better for Business

In addition to the industry’s leading food safety certification training, ServSafe® is serving up several new products to help you attract and retain talent.

ServSafe®
Properly training managers and ensuring that your staff follows prescribed food safety procedures is a serious obligation. ServSafe Manager is approved by the KY Department of Agriculture and satisfy the “person in charge” requirement.

ServSafe Workplace
This suite of training programs is rooted in cultural and social issues affecting today’s restaurant and hospitality work environments. Interactive training programs to address and help prevent sexual harassment in the workplace, as well as understanding unconscious bias.

ServSuccess
It’s imperative to retain skilled and motivated employees that will help grow your business. ServSuccess is a new career development platform designed to provide your employees with job training that will advance their careers while providing them the skills to increase job performance.

Learn more by visiting www.kyra.org
Business Declines Due to Hepatitis A Reporting: Does My Insurance Cover This?

Over the past year, the Kentucky Restaurant Association has received calls from multiple members reporting they suffered a decline in sales due to the reporting that an employee had contracted the Hepatitis A virus (HAV). Hep A is usually transmitted person-to-person through the fecal-oral route or consumption of contaminated food or water. As you can imagine, the negative publicity (whether true or false) can impact reputation and decrease business.

Restaurant insurance typically includes coverage for “Business Interruption” that will pay for loss of business income resulting from a covered loss (claim). So is loss of income resulting from adverse publicity covered? The answer is: Probably Not. Many policies provide reputation loss coverage as it relates to food contamination claims. However, if there is no food contamination and only loss of reputation, this coverage will not respond. Furthermore, many policies have a “Communicable Disease Exclusion” that prevents a restaurant owner from claiming there is a loss due to the reporting and confirmation of an employee with Hepatitis A that contaminated food served in their restaurant.

Ask your insurance agent to remove the Communicable Disease Exclusion from your General Liability policy, if it is included.

Even if the Communicable Disease Exclusion is removed, there is still a question whether loss of income is covered. For General Liability coverage to be triggered, and subsequently loss of income, there must be a proven contamination of food and a resulting customer’s illness. Your policy should defend you until such facts are presented and negligence is proven or disproven. Additionally, many policies will limit the coverage for contamination and/or reputation loss.

Another option
Recently, Tokio Marine HCC – Specialty Group introduced the Restaurant Recovery insurance product. The policy offers business interruption coverage back to pre-incident sales and also covers brand name rehabilitation costs. Numerous other additional expenses are covered, including recall costs, incident expenses and crisis management advice. Coverage is available to restaurants of any size, single or multi-location enterprises, including individual groups of franchisees.

Contact Assured Partners or your agent and ask for additional information about this product and how best to protect your business from loss of income triggered by foodborne illness, contamination and negative publicity. It is affordable and can eliminate possible gaps in coverage you have.
Cross-contamination and cross-contact are very real threats in any kitchen, but particularly commercial ones. They are, however, preventable risks.

Cross-Contamination

Cross-contaminated food occurs when bacteria or other potentially harmful microorganisms are unintentionally transferred from one place to another, in this case, from one food item to another. There are three main ways cross-contamination can occur:

• Food to food: For example, if raw meat touches cooked meat in storage.
• People to food: For example, handling raw meat then proceeding to handle cooked meat without washing hands.
• Equipment to food: For example, using a knife to cut raw meat, then the same knife to cut vegetables.

Cross-Contact

Cross-contact is, compared to cross-contamination, a relatively new phrase. This is when foods mix proteins after coming into contact with each other. Instead of bacteria being the problems as with cross-contamination, the problem here is the trace element of another food item being present. Usually, the amount is so small that it cannot be seen. But for people who are highly allergic to certain food items, even a trace element of that food can be enough to trigger a reaction.

Cross-contamination makes people ill. Cross-contact causes allergic reactions.

The Duties of Commercial Kitchens

Naturally, any business that handles food has a responsibility of safety for their customers. According to the government website, complying with food safety laws requires businesses to follow food hygiene practices. It outlines that it is the business responsibility to prevent any items that come into contact with food from transferring anything to the food substance, as well as having traceability of any such food contact materials.

Businesses need to have a plan built on the Hazard Analysis and Critical Control Point principles (HAACP) in order to reduce risk of bacterial infection. HAACP requires businesses to identify and avoid, remove, or reduce any hazard to food, as well as monitoring any critical control points along the supply chain. Employers are also expected to train staff on hygiene practices. This can be a formal program or informal training, but should be documented in employees file.

To prevent cross-contact, it’s important that customers alert their waiter. The business should be able to inform the customer of any allergen risks in this instance.

Preventing Cross-Contamination

There are a number of ways to reduce the risk of cross-contamination. Key areas include:

• Wear clean clothes — aprons and/or chef coats should also be worn, especially when handling unwrapped food.
• Remove jewelry and watches — bacteria can be caught in the nooks of watches or jewelry. The only jewelry permissible is a solid ring band. Medical Alert bracelets are no longer allowed.
• Tie hair back — or wear a hair net. You can also wear a clean hat. Bear restraints also must be worn.
Hand washing — before working with food, staff should wash their hands. Hands should also be washed prior to handling any food, and after handling or touching any raw meat, fish, eggs, or unwashed vegetables. Hands should be washed after going to the bathroom, using phones or touching light switches, door handles, cash registers, or money. Also, hands should be washed after carrying out other tasks such as emptying or touching bins or tending to a cut or wound.

Proper hand-washing technique has been outlined by the Food Standards Agency as:

- Wet hands thoroughly under warm water (100 degrees)
- Squirt liquid soap onto palm
- Rub to a lather
- Rub the palm of one hand over the back of the other hand and fingers. Repeat with other hand.
- Put palms together and interlock fingers. Rub in-between fingers.
- Rub around thumbs, then rub fingertips against palms.
- Rinse off soap with clean water and dry on a disposable towel. Turn tap off with the towel and dispose of towel.
- Total washing process should be between 10 -15 seconds.
- If hand antisectics are used, must be approved by the FDA. Must wash hands properly first, then apply hand antiseptic but must dry before touching gloves or surfaces.

Additional best practices include:

- Avoid eating or drinking — when preparing food, staff should not be allowed to eat or drink. Only permissible container is a covered container with a straw or a flip top lid.
- Clean preparation — avoid coughing, sneezing, or touching your face over food.
- Tend to any cuts — cuts should be covered by a brightly colored waterproof impermeable bandage.

Inform your staff that washing raw meat is also a risk. Some people believe washing raw meat rinses off bacteria, but it actually increases the risk of food poisoning. The splashing water from the meat being rinsed under the tap can travel more than 50cm away from the source, which in turn, carries bacteria all around the room. Washing raw meat effectively spreads the germs around.

Using separate utensils also reduces the likelihood of cross-contamination. Have separate equipment for each type of food; raw red meat should have its own set of cutting boards, containers, knives, etc. Vegetables would have their own set, and raw poultry its own set, and so on. A common method of implementation is to have a color coded system in the kitchen, for example, red utensils, boards, and containers are used for raw meat, green for vegetables, and so on.

It is important to replace utensils when damaged, too. Bacteria can hide away in the crevices and cracks of cutting boards, and these should be replaced. Also, consider ‘hidden’ contact too — can opener blades touch food when they enter a can, so don’t forget to clean those. Of course, correct cleaning of utensils is a given. All work surfaces and equipment should be thoroughly cleaned after use. This means warm water, soap, the works — rinsing is not enough. Invest in good-quality wholesale cleaning products and make sure the kitchen is more than rinsed down. Any surface that touches food must be cleaned, rinsed, sanitized and allowed to air dry.

It is important to store clean equipment correctly, too. Clean dishes and utensils, once cool, should be stored on clean shelves away from floor level. Avoid towel drying dishes as this can cause contamination from towels.

Preventing Cross-Contact

Avoiding cross-contact is harder, but still possible. Many of the same practises used for avoiding cross-contamination work for reducing the risk of cross-contact too. Washing hands in the method stated above, cleaning surfaces and equipment between each task, separate utensils for different food types, all of these methods work to help reduce cross-contact too. So, when staff wash their hands after handling fish, for example, as recommended to do so to avoid cross-contamination, they will also reduce the risk of cross-contact of the fish proteins to the next food item they prepare.

The top eight allergens as listed by FARE are milk, wheat, eggs, soy, shellfish, peanuts, tree nuts, and fish. But they also stress that more than 170 foods have been known to cause an allergic reaction.

The main difference to consider is in proteins and bacteria. Where proper cooking will usually remove all bacteria on contaminated food, cooking will not remove trace elements of food proteins that have been cross-contacted.

This must be dealt with accordingly: where possible, use different counters and cooking equipment for different food types, such a separate grill for fish and another for meat. If this is not possible, you must make customers aware of this. Consider the case of McDonald’s — recently, the fast food chain has launched a wrap that is, ingredient-wise, vegan friendly. Though the food item itself contains no animal products, it is toasted in the same toaster that their other buns do, which contain milk. As such, there is a risk of cross-contact of milk proteins from the buns to the toaster and to the vegan wraps. The chain has marked the wraps as vegetarian rather than vegan in order to accommodate for this.

Reducing cross-contact and contamination starts with understanding. Ensuring your kitchen maintains a high level of attention to potential risks will keep your customers safe.

https://www.modernrestaurantmanagement.com/
Ranada’s Bistro & Bar
400 Old Vibe Street #108
Lexington, KY  40507
859-523-4141
ranadas.com
Reservations: opentable.com

Ranada’s Bistro & Bar, now lauded as the 2019 Lexington Herald Leader’s Reader’s Choice Award for Best New Restaurant, has revealed that a great portion of the restaurant’s success lies in the proper respect given to locally sourced ingredients and treating those same treasures with the respect they deserve.

Ranada Riley, owner and operator, described the intense measures kitchen staff must take to meet and exceed elevated expectations by stating, “We begin with quality. Our produce is sourced locally, and needs are met daily, so our offerings are fresh and treated with proper handling that includes rigorous attention paid to washing and sanitizing. Every member of our kitchen staff is particularly cognizant of food-borne illness and we strictly adhere to guidelines for safety, hold the proper food permits and set those same standards for our waitstaff.”

Ranada’s also maintains a rigid protocol regarding equipment and stresses to each employee that rotation and temperature monitoring and control are a particularly important way to maintain the integrity of the ingredients that our chef has selected.

“Those dining in may not be aware, but state guidelines mandate acceptable temperatures for all prepared food as well as the refrigeration units themselves be monitored. These temperatures are taken several times per shift and recorded in adherence with these public safety guidelines,” described Riley. “We also follow an old cooking school adage – ‘Mis En Plaze’ – a place for everything and everything in it’s place. If tried and proven practices are observed by all, then good habits are formed.”

Ranada’s has also taken care to source all beef locally partnering with Kentucky Darling Farm in Lincoln County, Kentucky. Kentucky Darling Meats provides the Bistro with beef that is free range, antibiotic, hormone and steroid free. “Because we are a local restaurant – I wanted to pay homage to the gifts that we have been surrounded with. We represent local artisans with every piece of art we have in the restaurant, we seek our local musicians to share their gifts with our patrons weekly. That same pledge is one that we have made to the local farming community. We wanted to create an atmosphere that was open, accepting, and called attention to the talent in our very own community and I strongly believe we have achieved that goal,” added Riley.

In addition, Ranada’s Bistro & Bar proudly serves produce grown in Jessamine County by Crooked Row Farms as well as from Happy Sprouts in Jefferson County and numerous other local farmers. Building a foundation that includes fresh, local ingredients treated correctly and above all, safely, is the most essential element in providing an unforgettable guest experience for anyone that visits Ranada’s Bistro and Bar. Ranada’s also takes pride in their number one asset; their staff. Continual training, fun events and a family environment are just a few of the reasons why Ranada’s has become a “local award winning hot spot!”
DIJON DEVILED EGGS

18 eggs - boiled and peeled
Yolks of 18 eggs
6 tablespoons mayonnaise
4 ½ teaspoons Dijon mustard
2 green onion very thinly sliced

Salt and pepper to taste

Combine yolks and other ingredients in food processor and puree - careful to not make too thin

Put in piping bag - enjoy!
How Using the Right Vendors Can Reduce Food Safety Risks

Trust that by having the right kind of vendor and distributor partnerships, restaurant operators should be able to mitigate their risks in the wake of almost any food safety crisis.

Restaurant operators saw two cases of romaine lettuce outbreaks in 2018. The first, in April, impacted thousands of brands and locations, while the second, in November, had a similar but lesser impact. Now that it seems the dust has settled, questions still remain in the minds of operators.

Food safety concerns are at an all-time high and outbreaks such as the above highlight the importance of how using the right vendors and distributors can help restaurant executives and operators protect themselves, and their brands, from food recalls and outbreaks.

Many years ago, the company Fresh Concepts put a food safety plan in place that tracked where produce items came from, especially for high-risk items. Since then, they have become even more strict in terms of their processes and procedures, including third-party audit information review, outbreak/recall systems, standard operating procedures, food safety manuals, and supplier and distributor approval programs. These processes and procedures should be part of any vendor and distributor food safety plan, regardless of who operators choose to work with.

There are four main reasons why it is so important that restaurant operators work with vendors and distributors—including those with meat and dairy products—that have robust food safety programs. They are:

**Public health.**
Every link of the supply chain has to ensure people don’t get sick. It’s a responsibility shared by growers, coolers, packers, processors, distributors, restaurants, retailers, and their customers. Part of the role vendors and distributors should play is to make sure everyone is safe, and restaurants are part of the supply chain. Every piece has to work together to ensure safe and healthy consumers.

**Brand protection.**
Every restaurant needs to minimize the possibility of being linked to any recalls or outbreaks. After all, how many stories have we read about food safety issues that has led to the demise of an entire chain, or its core operating units? This is important now more than ever as social media, the internet, and other immediate communications methods are featuring predominantly in consumer lifestyles. In today’s modern age, information can circulate quickly before a brand even has time to react and address concerns. It’s imperative now to be as best protected as you can.

**Mitigate financial loss.**
The business and financial implications can reach into the billions when a food recall or outbreak hits. While Chipotle is the most recent example, there are many other stories of brands being deeply impacted by financial loss, not to mention the decline of consumer trust. While concepts can recover, it often is a long and slow process to do so.
Foster traceability.
Restaurants that have programs featuring a high-level of traceability can make calculated decisions on whether to destroy, segregate or to keep using certain products. This is because operators will always know for sure whether they are safe for consumption at any given time. They also will know where they came from so if an issue does occur, they can quickly move into action and take a proactive approach.

If you’re looking to use or work with a produce management company, here are a few questions to ask to ensure your brand and customers are protected:

- **Is there a formalized process in place should a food recall or outbreak occur?** This is an important question and most companies should say yes to this question. However, dig a little deeper. Find out exactly what that process covers, how you will be notified if something happens and how they will help you moving forward if it does. (i.e. will they have a backup supply for you or other partners that can offer the same product?).

- **When there is a new supplier, is there a certification process in place for local or small growers?** With increased demand for local and/or small growers, an increase in food recalls or outbreak is likely to occur. This is because Food Safety Modernization Act (FSMA) rules include exemptions and modified requirements for small businesses; but there are many who voluntarily go through a third-party certification process in order to fully comply with these standards. Ask your produce management firm if they have a food safety system in place for small growers, and how often certifications get reviewed and renewed. This is important for both large and small suppliers of produce and other high-risk items.

- **Is there a second- or third-party audit system in place that distributors and shippers must adhere to?** These audit systems are designed to ensure that safety processes and procedures are being followed at all times, especially if regulatory changes occur. Audits should be conducted on a regular basis (usually every year), and it is imperative that restaurant executives know that these occur with the appropriate frequencies.

- **If a recall or outbreak occurs, what steps will your vendor take to ensure your brand is protected and provide available substitutes?** The important thing to remember here is that knowledge is peace of mind. This can come if you are aware of the steps that will be taken should an outbreak occur. Your brand will be protected as will the health and wellness of your customers.

If these questions are answered in the positive, know that your agreements can move forward based on transparency, and supplier, brand and consumer protection. Trust that by having the right kind of vendor and distributor partnerships, restaurant operators should be able to mitigate their risks in the wake of almost any food safety crisis.

MERCHANTS BEWARE.

That’s the warning the U.S. Secret Service has for businesses when it comes to dealing with the cash you receive from customers.

The Secret Service says the threat of counterfeit currency has grown in recent years due to advances in technology and other factors. The problem increases as more travelers come through the state and stores are busier.

Counterfeit money is constantly evolving. A new twist in the appearance of what’s known as “prop money”, purportedly manufactures for use in movies, music videos and commercials, but readily available to anyone online.

“Chinese practice money” is another new variation. It’s supposedly used to train Chinese bank tellers and store clerks how to handle U.S. currency, but can be purchased online. Many makers of prop money and Chinese practice money clearly mark them as fake, but some of them look like real currency at a casual glance.

Many people who pass counterfeit money do so unknowingly, but those who do it intentionally have a few tricks of the trade.

Secret Service agents say veteran counterfeiters enter busy stores and restaurants with an eye out for inexperienced employees.

“People who have done a lot of passing say that, as they walk past cash registers, they look for an employee with a new name tag, a new vest.” “They don’t want a seasoned employee who will give it more scrutiny. When they see an employee of the month picture on the wall, or a person who has award pins on their uniform, they don’t want that person.”

Criminals who intentionally pass counterfeit bills will try to engage the clerk in conversation, to take them off their game. And while we tend to think of counterfeiters as buying a small item with a large bill, such as paying for a pack of gum with a $50 bill, agents say counterfeiters often buy higher ticket items and pay with counterfeit money, then return the items for cash.

“Know your money,” the agency advises, “and get to know the security features of your genuine currency.” Brochures and reference guides are available at uscurrency.gov.

Know your restaurant’s policy regarding handling suspected counterfeit money, and make sure your employees know what that policy is. Have a manager look at it to confirm whether it is counterfeit and to decide whether to refuse the money, or whether to try to retain it and turn it over to law enforcement. While it is helpful to keep fake money for law enforcement, the Secret Service cautions that safety for employees and other customers is the primary concern.

TIPS FOR BUSINESSES AND THEIR EMPLOYEES:

- Feel the paper. When you drag your thumb across the currency, it should feel slightly rough. In particular, you can feel raised printing on the President’s coats; most counterfeit money doesn’t have any contour. This quick check can be done in front of a customer and they won’t even be aware you’re checking the money.

- Real bills have color shifting ink. If you tilt the currency, check the numbers on the lower right corner. On denominations of $10 and higher, the color will change from copper to green.

- A security thread embedded vertically on denominations of $5 and higher will show up when you hold the currency up to light.

- A faint watermark should be visible on both the front and back on denominations $5 and higher.
Don't Wait Until Pay Day to Learn Your LABOR COST is TOO HIGH

Ask any operator what their biggest cost concerns are and it's very likely that labor cost will rank as first or second on the list.

Surprisingly though, many operators don't discover a labor cost problem until it's too late. Only after paychecks have been issued do they realize their labor costs are too high.

Controlling labor cost should be a daily undertaking. Several successful operators we know follow some or all of these practices for controlling their labor cost:

1. The weekly or bi-weekly labor schedule is based on a worksheet showing projected daily sales (or customer counts) by meal period. This is used to help determine staffing needs for each department or job category based on how busy or slow the restaurant is expected to be (NEVER use a fixed schedule that is repeated week after week).
2. From the schedule, a labor cost budget is prepared that shows the targeted labor hours and labor cost for each day. This is used as a daily labor hour/labor cost target to keep them on track with the budget.
3. Each day, shift managers carry a listing of scheduled employees for each shift (shift roster) that shows who is working and their scheduled clock-in and clock-out times, and the total number of hours they are scheduled to work. As employees near their clock-out time, the manager ensures that pre-close duties are being performed early enough to get the employee off the clock at or before the scheduled time.
4. Clock-in and clock-out errors are corrected as they occur. Employees hand their clock-out slip to a manager (or time card) for approval, so inaccuracies can be corrected before they leave. Many POS systems with time keeping functions allow editing. This practice also prevents employees from clocking one another out.
5. Have a contingency plan for slower than expected sales. Many employees are willing to leave early when not busy. Certain employees can be sent home early in the event they are not needed.
6. Employees are cross trained to handle multiple jobs. Having a few employees that can do many things is better than many employees doing a few things.
7. By checking labor hours daily, it's easier to spot those employees that have worked more hours than they were originally scheduled. Those employees may have their schedules adjusted to compensate for the added hours in order to avoid overtime.

By incorporating these practices into your day to day routine you'll avoid surprises on pay day, improve your labor productivity and have a lower overall labor cost.
Open to Restaurant Owners, Managers and Chefs

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- Equal Employment Opportunity
- Job Safety and Health Protection (OSHA)
- Minimum Wage / Fair Labor Standards Act
- Uniformed Services Employment and Reemployment Rights Act (USERRA): The full text of the notice must be provided by each employer to persons entitled to rights and benefits under USERRA. Employers may provide the notice by posting it where employee notices are customarily placed. However, employers are free to provide the USERRA notice in other ways that will minimize costs while ensuring that the full text of the notice is provided (e.g., by distributing the notice by direct handling, mailing, or via electronic mail.)
- Family and Medical Leave Act: must be posted by private sector employers who employ 50 or more employees in 20 or more work weeks, and by all government agencies.

Individual notices may be printed from the US Department of Labor website at www.dol.gov or an all-in-one poster containing these six federal notices may be obtained from the KRA office.

Kentucky state law requires all employers post the following notices as well:

- Unemployment Insurance Benefits
- Safety & Health Protection on the Job
- Wage and Hour Laws
- Child Labor Law
- Wage Discrimination Because of Sex
- Heimlich Maneuver
- Workers Compensation Notice

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202,200

Restaurant and foodservice jobs in Kentucky in 2018 = 10% of employment in the state

And by 2028, that number is projected to grow by 11.3%

= 22,900 additional jobs, for a total of 225,100
Using **Active Managerial Control**
to think and act like the owner

Food service businesses today are frequently led by managers, not owners, who represent the owners. Management can be thought of as “the hands” of the owners. As such they: assess, coach, control, direct, organize, plan, schedule, and train, in addition to other responsibilities.

The manager represents the owner to staff members, guests, and the community. Owners have promises to these different groups and rely on staff to deliver them.

Guest expect a positive experience when dining in a restaurant. Because the owner and managers cannot personally deliver this experience to each guest, they carefully select staff members and train them to deliver the best service possible.

Staff think and act like the owner when creating a safe hospitality experience.

Managing food safety and quality are the core of the owner’s responsibility. Anyone who has chosen a career in hospitality pledges to deliver food that is safe and of high quality.

Active Managerial Control (AMC) incorporates purposeful actions and/or procedures to make food safe, prepare and serve its intended quality, and control and costs.

The five main food safety risk factors are:
1. improper holding of temperatures
2. inadequate cooking and reheating
3. contaminated equipment
4. food from unsafe sources
5. poor personal hygiene

Each risk factor is potentially present in a food service operation. AMC results in the protection of the health of both staff and guests.

**AMC is defined by the U.S. Food and Drug Administration (FDA) as:**

“incorporating purposeful or intentional actions and/or procedures by food service operators and staff members to protect the health of guests.”

AMC is a complete food safety system helping management act like the owner and protect food safety. AMC is woven into comprehensive risk-based food inspections. The FDA acknowledges that preventing foodborne illness is a shared goal of both public health agencies and the food service industry. In addition, food service operations are often sued when guests experience serious foodborne illnesses, even if the illness began by another supply chain (e.g., supplier or distributor). The safety effort must be collaborative and cooperative to reduce likely risks.

Why does the adoption of AMC make sense? AMC lowers the risk of foodborne illnesses by producing safe food based on specific quality standards. AMS brings the spotlight to preventative controls for hazards leading to foodborne illnesses.

Additionally, AMC lowers the possibility of repeated safety violations. In the past, reoccurring violations were checked by regulatory officials through follow-up inspections. However, AMC focuses less on this reactive approach to safety by putting the emphasis on prevention. AMC is proactive, with its ongoing monitoring, checking and recording, and fixing, when necessary, ensuring systems function as designed.

AMC protects the image and culture of a food service organization by encouraging all to achieve high inspection scores.

AMC details and requires specific processes to be implemented, continuous monitoring and follow-through, and staff involvement. Standard procedures and policies are used to address safety issues. To incorporate AMC practices daily, the following questions should be considered as they uniquely apply to each food service operation:

- **Is there a program in food safety certification available for managers and staff?**
- **Minimally, are the top five foodborne illness risk factors addressed?**
- **Are initial food safety training and regular, ongoing food safety coaching in place and required for both staff and managers?**
- **Do managers and staff carry out regular self-inspections?**
- **Does an independent third-party audit food safety?**
- **Is time-temperature control (i.e., documenting food temperatures at various control points including receiving, storing, issuing, preparing, cooking, holding/cooling/reheating, and serving) monitored, recorded, and reviewed for suggested improvements?**
- **Are calibration methods and thermometers for different types of foods utilized in temperature monitoring systems?**
- **Is there ongoing documentation of handwashing and glove use?**
- **Are the staff health policies (e.g., exclusion and restriction of staff and managers when ill) written and utilized?**
- **Are schedules followed for basic and deep cleaning activities?**
- **Is the layout of equipment adequate and easy to clean and maintain?**
- **Are standard purchase specifications, recipes and portion sizes used?**
- **Is there a written program and schedule for preventative maintenance of equipment (i.e., refrigeration maintenance, dishwashing machines, chemicals, and pest control)?**
- **If standards are not met, or violations noted, are corrective plans used? Who is responsible? Who does the follow up?**

Although managers are primarily responsible for ensuring the risk of foodborne illness is reduced, staff is also critical to meeting the goals of AMC. Open communication with staff and support from managers and owners are keys to AMC. An AMC program establishes a food safety culture by encouraging staff to take responsibility and an active role in handling issues and problems as they arise.

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