Chefs That Sizzle: Cuvee Wine Table

The In's and Out's of Alcohol Server Training in Bars and Restaurants

Evolution of Wage Issues in the Restaurant Industry
The Kentucky Restaurant Association and Heartland Payment Systems present the

2020 Restaurateur’s Gala

January 20, 2020  Savor at River House - Louisville, KY
Join us for an evening of fine dining, refreshing libations and awards.
6:30 pm registration - 7:15 pm dinner
awards with dancing afterwards

This special night will recognize and celebrate the stars of the industry.
Culinary Student of the Year
Chapter Member of the Year
Employee of the Year
Supplier of the Year
Manager of the Year
Restaurateur of the Year

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.

THE NEW SERVSAFE MANAGER 7TH EDITION IS NOW AVAILABLE!

November 11 - Louisville
December 9 - Louisville
January 13 - Louisville
January 23 - Lexington
February 10 - Louisville

MEMBERS!! We will come to your facility! Call Lisa to schedule your group of 15 or more.

www.kyra.org  502.400.3736
GET CERTIFIED TODAY!
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**.
A Word from Our
PRESIDENT

I'm really excited about our Day at the Races Expo on November 21 – and I hope you can be there! If you are a restaurant or foodservice Chef, Owner or Manager you are invited to be our guest for the day, or as long as you can stay. We'll have high quality exhibitors and sponsors who want to meet you, a delicious buffet lunch prepared by Executive Chef David Danielson and his team at Levy Restaurants and Jockey Suites to watch the horses race.

This year, we’ve added some speakers. First up, working in conjunction with MCM Advisors, during lunch we’ll have Bruce Drake and Brian McCarty, Bluegrass Hospitality Group founders, discussing the culture they’ve created and all the variables that work together to maintain that culture. Up next will be a panel on HR topics moderated by Chef Josh Moore. The panel will take audience questions, so you’ll have a chance to participate! A few other reasons to attend, in no particular order: you can enjoy a more peaceful day away from the triage atmosphere of your restaurant; you’ll see friends and restaurant “family;” you may win some money! Please mark your calendar for November 21 – and do me a favor, don’t go to work first because if you do you probably won’t leave! I need you there with us. Register here: https://kyra.org/day-at-the-races-registration-form/ Don’t want to register in case you can’t attend at the last minute? Register anyway! We need to get you arrival and dress code information.

This is last call for Gala award nominations. I know you have rock stars you work with, and you know some peers who are nomination-worthy! Please, get those nominations to me so they can be celebrated on January 20, 2020. Our group will be one of the first to experience Savor, the brand new event space at River House. We will have an outstanding reception, multi-course meal, award presentation and dancing! It’s always a fun night to celebrate the industry, so call the office (502-400-3736) for tickets. They’re a steal at $75, two for $125 or a table of 8 for $600.

Get ready – it’s almost legislative session time. The General Assembly convenes in Frankfort on January 7, 2020. We continue to strongly encourage members to contact state legislators with the “Stop the Restaurant Tax” message, and watch for legislators in your restaurant. They are looking for ways to raise revenue, and a tax singling out our industry seems appealing to them – but we disagree and don’t want to collect and turn over money your customers will pay to shore up what cities cannot balance. If you could up your prices 3%, wouldn’t you already be doing that? We’re reading pre-filed bills and preparing for the session, so watch your email for alerts.

If I can help you, answer questions about KRA or sign you up as a member (I live for that), please connect with me at stacy@kyra.org or 502-400-3736. Let’s keep growing!
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Restaurand and Raw Bar
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Aliyson Wellman  
Bluegrass Hospitality Group, Bluegrass
Workers Compensation News

The Kentucky Department of Insurance has approved the annual filing by the National Council Compensation Insurance (NCCI) which shows a 9% decrease in Kentucky’s “loss cost” that most insurers use to set premiums. The 9% reduction is an overall system cost with some sectors, such as goods and services, saw a even larger reduction.

The NCCI report noted that premium volume has increased but lost-time claim frequency continues to decline. It also noted that 45% of Kentucky’s workers’ compensations costs are for indemnity benefits while 55% are for medical expenses. Nationally, the indemnity versus medical cost ratio is 42% to 58%.

Improvements in the statutes governing Kentucky’s system were enacted in 2018 by way of HB 2, sponsored by Representative Adam Koenig (R-Erlanger). These changes included a limit of lifetime medical benefits as well as the requirement for adoption of a drug formulary and treatment guidelines.

The Kentucky Department of Workers Claims (DWC) has filed 803 KAR 25: 260 that will establish treatment guidelines as required by workers’ compensation reform legislation that passed the General Assembly in 2018. These evidence-based treatment guidelines will be used to determine appropriate treatments for injured workers. Updates to guidelines will be reviewed annually and the regulation will be updated if necessary in order to ensure compliance with the statute. The treatment guidelines include a requirement for utilization review and preauthorization. If the treating physician disagrees with the determination of the utilization review committee, the provider can appeal the decision. The treatment guidelines will take effect for all treatments administered on or after July 1, 2020.

New Federal Overtime Rule Takes Effect in 2020

A new salary threshold for determining when an employee is exempt from earning overtime pay has been set by the U.S. Department of Labor and will take effect on January 1, 2020. The final rule was published in late September and increases the minimum salary for the “white collar” exemption at $35,568 ($684 per week) from the current $23,660 ($455 per week).

The final rule allows employers to use non-discretionary bonuses as well as incentive pay to meet up to 10% of the salary threshold. No changes were made to the “duties” test that must also be used to determine if an employee is exempt from overtime payments. Although federal officials indicated they intend to update the salary threshold more frequently, the final rule does not call for any automatic increases.

The federal agency estimates that 1.2 million additional workers will be entitled to overtime pay as a result in the hike in the salary threshold.

Minimum Wage Bills Pre-filed

Bills have been prefiled by Democrat lawmakers in both the House and Senate calling for an increase in Kentucky’s minimum wage and allowing local governments to establish their own minimum wages at a rate higher than the state rate. Both BR 132, sponsored by Senator Reggie Thomas (D-Lexington) and BR 237, filed by freshman Representative Kathy Hinkle (D-Louisa), propose a series of annual increases until the state minimum wage reaches $15 per hour on July 1, 2027. Both proposals also call for a three-step increase in the cash wage required to be paid tipped employees until it reaches $4.90 per hour on July 1, 2023.

New Commissioner of Public Health Appointed

An associate professor at UK’s College of Medicine has been named to head the State Department of Public Health following the resignation of Dr. Jeffrey Howard. Dr. Angela Tackett Dearinger was announced as the new commissioner in late August.

A native of Paintsville, Dr. Dearinger is board certified in Internal Medicine, Pediatrics, Public Health and General Preventive Medicine. Her undergraduate degree is from Transylvania University and her medical degree from UK. She completed her residency in Internal Medicine and Pediatrics at the University of Alabama in Birmingham before returning to UK to do a Master Educator academic fellowship in Internal Medicine. During that time, she also completed a Master of Public Health degree at UK.

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AHEAD HUMAN RESOURCES
ProStart® Educator Spotlight

Now that ProStart has been in Kentucky for a few years, and we have grown into being the chosen curriculum in 23 schools across the state, we would like to take the opportunity to spotlight one of our newer educators. Meet Chef Nikkia Rhodes. Chef Rhodes is the instructor at Iroquois High School in Louisville, Kentucky.

PS: When did you begin instructing students in Culinary Arts?
CR: I started teaching others in 2016. I worked at YouthBuild Louisville and began teaching coworkers how to cook. Later, I worked with Chef Edward Lee in one of the first youth programs, and was asked to write curriculum for future youth programs. I joined JCPS in 2018, teaching here at Iroquois High School.

PS: What is your pre-instructor background?
CR: I was inspired to become an instructor by my Culinary Arts instructor at Western High School, Chef Jonathan Vernak (another ProStart Educator). I started as a freshman in Culinary Arts and I just knew it was something I wanted to do.

PS: Do your students have a catering business, and can anyone use it?
CR: We do have a catering business, but currently it is only open to teachers here. My Culinary 2 students help build the menu on Friday. The order forms are sent out on Sunday, and orders have to be received by Wednesday. All the students assist on making the meals on Thursday, and they are available for pick-up on Friday.

PS: How many students do you have in your ProStart program?
CR: Right at 100. I have all grade levels, from Freshmen to Seniors.

PS What are you most looking forward to with ProStart?
CR: The competition! Having the students learn the business side of the industry. Learning how to present their ideas to adults and professionals and gaining confidence.

PS: What is your favorite thing to teach?
CR: Standardized recipes. How to read them and break them down properly.

PS: Are you currently looking for industry Advisory Board members?
CR: Yes! We would love more industry partners so we can ensure we are teaching the students what they need for the real world.

PS: Are you looking for mentors for your students?
CR: Yes, of course! Anyone that could provide mentoring, job shadowing opportunities and field trips.

PS: Do you have any needs or wishes for your program?
CR: Our food budget is an ongoing struggle. Also, I would love to have more industry professionals to come mentor and help the students see the real-world side of the industry.
Open to Restaurant Owners, Managers and Chefs

Thursday, November 21, 2019
Churchill Downs, Louisville, KY

Come be our guest and enjoy a day of racing while seeing the newest industry products. There is no charge - All qualified decision-makers and buyers are welcome as our guests for the day!

Following the Expo, enjoy an afternoon of speakers, lunch and racing at Churchill Downs hosted by the KRA.

Register TODAY!!
Call the KRA office to reserve your spot 502.400.3736 or register online at www.kyra.org

ONCE REGISTERED WE WILL HOLD A SPOT AND TICKET JUST FOR YOU!
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www.kyra.org I 10 I November - December 2019
Q. What does the new overtime rule mean to me, and when does it take effect?

A. It is effective January 1, 2020 – so we need to be ready! The new salary threshold is $35,568 per year/$684 per week. Employers are also permitted to use non-discretionary bonuses and incentive payments to satisfy up to 10 percent of the standard level on an annual basis. Any shortages must be made up in the following pay period. There are also no changes to the duties test. Read more here: https://www.restaurant.org/Articles/News/DOL-issues-new-federal-overtime-rule. Your accountant should be well versed on this change.

Q. Every year I think I will come to the Expo, but I hesitate to register because I just don’t know what work surprises will happen that morning. Can I still attend?

A. We know and understand our restaurant operators’ struggles with staffing and putting out last minute surprise fires at work. Our recommendation: register for the show. It’s free, and you’ll receive a confirmation email with all the info you need if you’re able to show up. Try to resist going to the restaurant that morning – you may get stuck and find it harder to leave! We really want to see you on November 21 at Churchill Downs – you and your counterparts are why so many people gather together!

Q. A restaurant owner friend recommended conducting “group interviews” when I hire for my restaurant opening soon. Can you give any tips?

A. Some business owners like to ask a group of applicants to show up at the same time to fill out their employment application. Since restaurant work is teamwork, the applicants can be observed interacting with one another, see who avoids others and who is outgoing and who helps others. You can begin the interview by asking the group questions and decide who to interview individually. You can add to the teamwork aspect by having another owner or manager interview with you. You know your restaurant best, so use the approach which helps you secure the best staff for your environment.
The Risks of Form I-9 for Restaurants

It shouldn’t come as a surprise to any employer in the U.S. that they must ensure proper completion of federal Form I-9 for each person they hire. Particularly for operators in the restaurant industry, who face high-volume hiring as a result of toxic turnover, it’s critically important to be diligent regarding employment eligibility to avoid penalties.

What might come as a surprise, however, is that even business operators who have nothing but lawful intentions when it comes to the eligibility of their workforce are at risk of making seemingly benign errors regarding the Form I-9, which can have costly consequences. Given the high stakes, restaurant operators today must understand the intricacies of Form I-9 and the penalties associated with paperwork that is incomplete or contains errors. In today’s tech-driven world, they should also know which platforms are available to them that take physical paperwork out of the equation and help them stay compliant and avoid hefty fees.

Form I-9: What is it?
Form I-9, or officially, the Employment Eligibility Verification, is a United States Citizenship and Immigration Services form. Mandated by the Immigration Reform and Control Act of 1986, it is used to verify the employment eligibility of all employees in the United States.

Since its inception, Form I-9 has induced headaches for employers of businesses across all industries. In recent years, employment eligibility verification has become even more rigorous, placing added pressure on businesses to ensure they’re not intentionally (or unintentionally) breaking the law. Nationwide, ICE worksite enforcement jumped more than threefold in the first nine months of 2018 alone.

Incompletion and Errors Put Restaurants at Risk
Form I-9 is a four-page form, but in total, there are more than 900 pages for businesses to review regarding its proper completion. With the added task of translating the content’s jargon, Form I-9 is a heavy lift for any business owner – and particularly a restaurant manager – who doesn’t have a designated and diligent HR staff behind them to lend a hand.

As a result of its numerous intricacies, many businesses today are guilty of improperly filling out their Form I-9. In fact, some estimates suggest that 60-80 percent of paper Form I-9s are missing, incomplete or contain some type of error. Some common Form I-9 mistakes include not ensuring that all items are completed such as date of hire, not completing the form within the three days required, requesting to see a specific document, like a “green card”, or not reviewing the actual documents presented.

These are the types of errors that are made without malice, but it doesn’t matter. Penalties for even unintentional Form I-9 paperwork violations can range from $230 to $2,292 for seemingly simple violations – per individual. If an employer is a repeat offender or makes the same error with more than one employee, these fees can climb even higher. In the restaurant industry, which faces notoriously slim profit margins, these fines should be avoided at all costs.

The Role of Technology
Understandably, restaurant operators want to be compliant, but completing the Form I-9 can be a tedious and difficult task when they have a bustling business, hundreds of employees – and not to mention their customers – to cater to. Particularly for franchisees that are strapped financially, hiring a well-trained HR staff to handle Form I-9 employment verification just isn’t feasible.

The solution? As the restaurant industry becomes increasingly tech-driven, leveraging tabletop POS systems and services like Yelp reviews to create more efficiencies and enhance the brand experience, it only makes sense that operators also use tech to help mitigate the headaches associated with employee verification.

As employee verification and other regulations increasingly plague businesses in the restaurant industry, tech-driven providers of employment law compliance solutions for employers could be the ultimate solution. These human capital platforms would shoulder a substantial portion of the employment-related compliance responsibilities on behalf of the operator, not only relieving them of administrative duties, but also freeing them from the risk of costly penalties.

There’s a lot more to the Form I-9 than it would appear. Even employers that intend to be fully compliant are at risk of incorrectly completing their Form I-9 paperwork and are therefore subject to detrimental fees. Specifically, employers in the restaurant industry who are constantly onboarding new talent are at even higher risk, and must ensure they’re remaining compliant with every employee they onboard. Rather than paying to bring on an HR staff, restaurant operators today should tap tech to help, as they’re increasingly doing with other aspects of their business.

www.modernrestaurantmanagement.com
Five Ways to Prepare Your Commercial Kitchen for Winter

When you hear about "seasonal maintenance," you might think of different household projects. But it also applies to commercial kitchens. During November and December, many restaurants start forecasting expenses for the following year. With the temperature starting to drop, you can use some leftover funds to tackle winter maintenance projects in your restaurant's kitchen.

So what can you do before it gets too chilly? From routine equipment maintenance to plumbing projects, here are some ways to prep your commercial kitchen for the winter.

Be Ready for Power Outages
Blizzards and extreme cold can knock out power at any time. Purchasing a backup generator can be a lifesaver for your restaurant. You can use it to keep the lights on and restore power to refrigeration units, fryers, ovens and other commercial kitchen equipment. Backup power is extremely important for refrigerators and freezers, helping prevent food and ingredients from spoiling.

Clean and Maintain Your Equipment
Many of your kitchen equipment requires regular maintenance throughout the year. An extensive cleaning before the start of winter not only helps units perform better, but it also keeps them running efficiently. Everything from cleaning refrigerator condenser coils to thoroughly washing your commercial fryers and ranges can help improve efficiency, which is crucial in the winter when more power is consumed. If certain maintenance projects require professional assistance, contact a certified technician or service company so you don't void the manufacturer warranty.

Adopt Green Methods
According to ENERGY STAR, restaurants use five to seven times more energy per square foot than other commercial facilities. Since energy usage typically spikes during the winter, your facility’s utility bills could be higher too. The National Restaurant Association’s 2018 study on the State of Restaurant Sustainability 2018 found that six out of 10 restaurant kitchens follow startup/shutdown schedules to reduce energy usage. Following this procedure on your equipment can cut down on energy consumption and help lower utility costs as the temperature drops. Routine equipment maintenance and filter check-ups also should help reduce energy usage throughout the season.

Insulate or Repair Plumbing
Extremely cold temperatures can cause pipes to freeze, and the pressure from freezing eventually can make pipes burst. Since a suitable water supply assures proper food prep and cooking, frozen or busted pipes are out of the question. Double check if you need to insulate your pipes, or see if there are any leaks that need to be repaired before the temperature drops to below-freezing temperatures.

Schedule HVAC Work
A working HVAC system is not only crucial for the front of the house, but it's also essential for keeping equipment at the proper temperature in the back of the house. Make sure air filters are replaced and air vents are clean or unobstructed. Consider having air ducts or vents vacuumed so air is blowing at optimal capacity. While your heating system should be a top priority, the air conditioning also should be checked. Having routine work done in the fall or winter helps ensure your AC system is ready to roll before the spring and summer.

By being proactive, you can keep things running smoothly throughout the winter and be ready when spring starts. If you're unsure about how to handle any equipment maintenance, be sure to consult your owner's manual or contact an authorized service company for assistance.

https://www.modernrestaurantmanagement.com
The In's And Out's of Alcohol Server Training in Bars and Restaurants

Alcohol server training is a vital part of training for businesses in the hospitality industry.

While everyone knows that on-the-job training is extremely important, failing to include alcohol server training in your new employee onboarding and staff training systems does a disservice to the hard work you’ve put into growing your restaurant and could potentially leave you vulnerable to some pretty costly repercussions.

What is alcohol server training?
Alcohol server training is designed to educate your employees about local alcohol laws and safe serving techniques should their job require the sale or serving of alcohol. The goal of the training is to ensure that servers, bartenders, managers, and anyone else who handles alcoholic beverages has the knowledge to sell and serve legally and responsibly.

Many cities and states across the U.S. require a license or certification before someone can legally sell or serve alcohol; in some states, like Kentucky, there is also an age requirement. Although the specific requirements will vary from state to state, alcohol server training generally includes educating staff members about the following:

- Specific laws that regulate selling or serving to minors, intoxicated people, and non-members of a private club.
- The effects of alcohol on customers.
- The correct way to check IDs and prevent the sale of alcohol to minors or individuals with expired identification.
- How and why to refuse the sale of alcohol in specific situations.
- How to protect themselves and their employer from liability.

This is one of the big reasons why alcohol policy exists -- to minimize alcohol-related harm and promote public health.

The risks of not requiring alcohol server training in your restaurant
Holding a liquor license is key to the success of most bars and restaurants. Losing your bar license – especially if you also have to pay fines, too – can be enough to wreck the restaurant or bar that truly embodies your lifelong passion realized.

By over-serving a guest or serving a minor, your restaurant could risk encountering the following legal repercussions:

- Hefty fines,
- A suspended or revoked liquor license,
- A suspended or revoked foodservice license,
- A suspended or revoked business license,
- The forced closing of your restaurant or bar, and/or,
- Jail time.

How to Avoid Over-Serving
The key to responsible alcohol service is identifying intoxicated guests and not over-serving.
Hosts are the first line of defense, as they can help determine if guests have arrived pre-intoxicated.

Care should be taken, however, as certain disabilities can present similar signs as intoxication. Body language such as slurred speech and stumbling may indicate a neurological or muscular disorder. To avoid offending guests careful judgement must be used.

**Keeping Track Of Drinks**
The human body takes an average of one hour to process the alcohol from a single drink.

A “drink” is defined as:

- 5 ounce glass of wine
- 12 ounces of beer
- 1.5 ounces 80 proof liquor
- 1 ounce 100 proof liquor

However, because the ability to process alcohol varies greatly from person to person, the ultimate judgment rests with the bartenders, servers, and managers in the restaurant.

As a rule of thumb, guests who have ordered a third drink should be watched closely and evaluated before served another. You may want to ask front-of-house staff to alert management if guests have had more than three drinks.

Management may choose to chat with the guest and evaluate their level of intoxication. Managers can gauge the guest's fitness for driving and offer to arrange safe transport by cab, Uber or Lyft.

**Identifying Intoxicated Restaurant Guests**
The consequences of not cutting off a patron before they are drunk can be drastic, even life or death. Intentional or negligent over serving can put your business at risk for legal trouble. And you can lose that expensive liquor license you worked so hard to obtain.

Drunk patrons can create negative experiences for other diners and need to be dealt with effectively. That’s why it’s important to spot a customer who’s had enough to drink before filling their next order.

Watch for these signs of intoxication:

- People who return to the bar quickly
- Guests who are being loud
- Interacting with multiple groups who are likely strangers
- Individuals with glassy eyes
- Signs of decreased motor control

Empower your bartenders, managers, and servers to use their best judgment. Stand behind their decisions in the best interest of the restaurant.

Once a guest is told they are cut off by one member of staff, honor that decision and remain firm. Often drunk customers will try to get a drink from someone else. This is where teamwork and communication are essential.

**How to Cut Off Intoxicated Patrons**

How you cut off a customer at the limit takes tact and skill. The goal is not to embarrass or create a negative experience for your intoxicated guest. At the same time, it is important that they understand that you are serious and they aren’t getting any more drinks.

One technique recommended for bartenders is if the bartender doesn’t feel comfortable serving the next drink, close the tab. Serve them a glass of water with the check and a smile. Give a nice comment like “Thanks for coming in. We'll be happy to serve you again tomorrow.”

When serving drinks to a table a similar technique can be used. Servers and managers can offer to give the guest a drink on the house. Provide them with a glass of soda or lemonade. Bringing a large glass of water and an app on the house as another hint that they should fill up with something alcohol-free.

Many times you're not the only one who has identified that they've had enough to drink. Enlist the help of their sober friend. Ask them if they have a safe ride home. This is another subtle indicator to the guest that they’ve had enough to drink.

**Removing Belligerent Drunks**

Sometimes guests who are drunk need to leave the restaurant to maintain the quality of service for the rest of the diners.

It’s important to remain confident when communicating with drunk guests. While intoxicated, adults regress to a child-like state. In this state they may be quick to anger if they perceive a confrontation.

Let them know that you care about their situation and want them to have a safe night. To show that it’s not a confrontation, invite them to come back tomorrow for a “drink on the house.”

They may or may not remember the invitation, but the point is to extend a kindness that makes it clear they are not getting any more alcohol tonight and you’d like them to leave.

If a guest who has been asked nicely to leave becomes confrontational, it’s important not to let it ruin the night for your other guests. Take the customer outside the restaurant and don’t allow them back in.

Unfortunately a restaurant who sends a driver home intoxicated may be held liable for injuries. Call them a cab or have them contact a friend to pick them up to avoid this.

If a drunk customer has become belligerent and violent, contacting law enforcement protects you and them. Police will deal with the drunk, making sure they don’t harm themselves or others. Resist the temptation to engage with them or provoke a situation. But don’t let them back in.

Understand the importance of responsible alcohol service and avoid over serving guests. If a guest needs to be cut off from ordering additional drinks do so with tact and concern for their well being.

If a drunk and belligerent diner is degrading the experience for other guests, remove them from the premises and call them a cab. If they become violent, contact law enforcement and do not provoke or engage with the drunk.

https://rezku.com/blog/restaurants-guide-to-service-alcohol
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®**
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**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.

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The 16th Annual Cuisine on the Green was held at Persimmon Ridge Golf Club on Monday, October 7th. Special thanks to our Eagle Sponsor Heartland; Birdie Sponsors Ecolab, Koorsen Fire & Security and US Foods. Thank you to Persimmon Ridge Golf Club and staff for help in making this day a huge success.

Food and Beverages were provided by:
• Against the Grain
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• Clark Distributing
• Drake’s / Bluegrass Hospitality Group
• Hilton Garden Inn St. Matthews
• Hofbrauhaus Newport
• Jefferson’s Bourbon
• Koorsen Fire & Security
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• Performance Food Group - Presto
• Piazza Produce
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• Skyline Chili
• Texas Roadhouse
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www.kyra.org | 17 | November - December 2019
Thank you to our HOLE SPONSORS
Resting in the East End of Louisville, Cuvée Wine Table is a wine bar and restaurant with comfortable tables and a patio perfect for a relaxing meal. We’re ready for the person with no wine knowledge curious to learn and try new wines as well as the experienced wine connoisseur with an extensive list of personal selections made by co-owner and Master Sommelier Scott Harper. Cuvée also has 3 Certified Sommeliers to help guest choose a wine to their taste.

Open for dinner for a quick bite or an elegant full table dining experience, Chef Russell Brown’s menu includes small plates and entrees with a variety of locally sourced products, cured meats, artisanal cheeses, house made flat breads and our daily large plate special. Every Friday and Saturday we feature a 3 course wine and food pairing menu in addition to our regular menu. The eclectic wine program lead by Master Sommelier Scott Harper serves a huge wine selection including 57 wines available by the taste or glass and over 100 by the bottle. You will find more than a few of your favorite wines but will also discover your next beloved wine from this dynamic list. Cuvée Wine Table serves all of its wine in Riedel wine glasses so guests can swirl and sniff from their copious elegant glasses. Cuvée Wine Table decants all applicable reds for aeration. Wine storage for bottles service is from 2 Eurodib temperature control coolers, one for white set at 48 to 50 degrees and one for red set at 62 to 64. All back up inventory is kept horizontal and is temperature controlled.

Making wine accessible is reflected in our moderate mark up as well as our price range. We have glasses from $7.00 to $24.00 and bottles from $23.00 to $124.00. We also offer wine in 3 portion sizes, 2 ounce taste, copious 6 ¼ ounce glass and of course by the bottle. The 2 ounce taste allows guests to build their own wine flights, which is quite popular allowing guests to match with many different dishes. By the glass wines are listed in order of lightest to fullest within each category, which make it easier for guests to choose their wines. Cuvée Wine Table has a unique happy hour. Wines that were opened the previous day are offered at half off from 4:30 to 6:30. Once a previously opened bottle is empty the wine goes off happy hour and the guest is invited to try another wine. We regularly revise our list to add new, exciting wines and to take advantage of limited quantity wines.

We feature regularly scheduled wine and food experiences including classes, seminars and appearances by wine experts, winemakers and vineyard owners as well as wine tastings and pairing dinners. We also sell wine retail so guests may buy wine they taste at our events and we have a monthly wine club offering members a wide range of varieties and prices selected by a Master Sommelier.

Cuvée Wine Table has spaces perfect for your special event. We have a terrazzo tasting table which sits on a 200 year old reclaimed barn wood base and seats 10, and a small private dining room which can accommodate up to 24 guests. Both can be reserved for wine tasting experiences or private events. A dozen plus wine photographs adorn the walls that Master Sommelier Scott Harper took at wine destinations across the world. Guests enjoy viewing these pictures, glass of wine in hand, by taking a brief tour around Cuvée Wine Table.
Garlic Shrimp

Yield: 1 Serving
Prep Time: 25 minutes
Cook Time: 3 minutes

Ingredients:
5 Shrimp (Peeled and Deveined, Tail On)
2 Tbsp Olive Oil
3 Cloves Garlic, minced
2 Ounces Dry White Wine
1 Ounce Lemon Marmalade (Recipe Below)
1 Ounce Spanish Paprika Oil (Recipe Below)

Method for cooking Garlic Shrimp
1: Place sauté pan on stove over medium-high heat.
2: Add olive oil.
3: Pat shrimp dry and add to hot pan.
4: Cook shrimp for 1 minute on each side, or until shrimp is no longer translucent.
5: Reduce heat to medium-low and add white wine to pan.
6: Add garlic to pan and toss with shrimp and white wine.
7: Remove from heat and plate: 5 shrimp to each plate.
8: Top with white wine garlic mix, Preserved Lemon Marmalade, and Spanish Paprika oil.

Preserved Lemon Marmalade

1 Each Preserved Lemon
5 Ounces Sugar
1 Tbsp Water

1: Slice the preserved lemon into quarters; discard the pulp, retaining only the rind.
2: Julienne (thinly slice) the lemon rind.
3: Combine lemon rind, sugar, and water in small sauce pot.
4: Cook over low heat, stirring occasionally until sugar has dissolved.

Spanish Paprika Oil

1/2 Cup Olive Oil
1 Tbsp Spanish Paprika

1: Combine ingredients in small sauce pot over low heat, stirring occasionally.
2: Heat to 140F and remove from heat

Wine Pairing

Petit Chablis Christophe Patrice, Burgundy, France, 2016
The white grape of Burgundy is Chardonnay. Christophe Patrice is an excellent producer of wine from the area of Burgundy called Petit Chablis. No oak, dry, crisp, with the flavors of citrus and minerals. Kimmeridgien is the French name for the soil which is basically limestone with marine fossils that most grapes are planted in. Although Petit Chablis is produced on Portlandian soil which is sandy marl and has fare less fossils. Petit Chablis is an excellent pairing for the garlic shrimp. Why? It's crisp citrus flavor acts like a squeeze of fresh lemon on the shrimp, the wine is light so not to be too big or rich to overwhelm the shrimp.
Six Ways Tablets Changed the Dining Experience

Technology is consistently restructuring our environment and the way we interact with spaces. Some of these changes are so seamless we don’t even notice that they’ve happened. No exception to the evolving world, the dining experience continues to rework its processes to adapt to new technologies.

Fine restaurants are not just about the food. An average meal can become an incredible experience if plated within a perfectly accompanying atmosphere. On the flip side, bad service can sour even a Michelin-star quality meal. For these reasons, both front of house and back of house experts are always looking to improve the service they provide. Tablets have found a niche within this area in a way not many other tech trends have.

The following points show how dining has improved with tablets:

1. More Inclusive
Our lives, society, and communication has vastly changed in the last 20 years, let alone the last 50. Increasingly, the online world filters into the physical one and this is made possible through gadgets such as laptops, phones and tablets. Often these are preferred – especially by the younger generations – as methods of communication. This also applies to people who have difficulty communicating, whether that be through a disability or social anxiety, offering up a new way to express themselves.

Utilizing tablets effectively, customers are able to order their meals and drinks in a way that doesn’t make them feel awkward or under pressure. They can select their choice with no judging eyes, and calmly have it delivered to their table or collect it from a counter.

2. Make It Personal
Apps installed onto tablets mean with only a small amount of data, recommendations can be visible to customers with the touch of a finger. Personalization and customization become available to diners in a way that hasn’t been possible previously.

A diner can create menus based on dietary requirements. Whether a person has an allergy to certain ingredients, they are vegan, vegetarian or gluten free, the menu can adapt itself to show suitable meals personal to each customer.

Some more sophisticated models can gather enough data from a single customer after a few visits, that it can begin offering up favorites and suggesting similar dishes they might like to try. Personalized menus make customers feel special and that’s a great start to the evening.

3. Up-to-Date Menus
Paying attention to the details is key in this business. With tablets, you can avoid small annoyances like food and drink stains on menus, making them difficult to read. You won’t have to keep printing fresh menus and buying covers for them. Strike-throughs, hand edits, and cover-over tapes are gone forever.
Beyond this, live up-to-date stock counts can tell readers exactly when a dish has been sold out, or if it’s not available any more. Anything else is second choice once you’ve had your first order declined – risking the chance of a customer leaving disappointed in their final plate and dreaming of the dish that could have been.

This level of feedback runs both ways, the customer can also delete items on ‘their’ menu, for instance nuts or meals containing lactose. Notes like ‘extra olives on the pizza’ and ‘please serve the sauce on the side’ can be clearly communicated back to the kitchen.

4. Minimize Long Waits and Entertain
Three things likely to spoil an otherwise exceptional meal include:

- An over-enthusiastic waiter pestering you for your order
- Being ignored for ages after asking for a few minutes to decide
- Waiting a long time for the bill to arrive and to pay for a meal

Tablets provides a unique opportunity for restaurants to interact with their clientele. Games, bespoke information packages and videos are all used to provide an added depth to the experience. A tablet with an interactive game installed can be invaluable when trying to keep your children at the table and out of trouble.

5. Minimize Human Error
A customer can order the wrong thing in a moment of absentmindedness or not quite grasp what a waiter is saying. An error in the kitchen can produce a meal which is not what they ordered. These errors happen in the best-regulated restaurants, a customer-driven restaurant menu on an ordering tablet helps eliminate these misunderstandings.

Moreover, a well-managed tablet contains nutritional information and advice on allergens for particular dishes. This is not just good service but can reduce risk to people with allergies. A tablet’s memory can become an effective witness in a disagreement if the wrong plate does ever end up on the table.

6. Get the Kitchen Cooking
Kitchen staff no longer struggle to read hastily scribbled notes, while trying to figure out which order to prepare next. An integrated system could generate a bill of materials for each order and update the raw material planning system on the fly.

None of this would be possible without restaurant tablet menus. An integrated system like this takes a great deal of stress out of the kitchen, and this shines through in the quality of food by a happy chef.

The future of dining is an exciting prospect, the growth that has taken place over recent years is only looking to continue further. Tablets have been one of the key developments in recent years, but that is only the tip of the iceberg.

https://www.modernrestaurantmanagement.com
Evolution of Wage Issues in the Restaurant Industry

In October 2019, the U.S. Department of Labor announced a proposed rule for tip provisions of the Fair Labor Standards Act (FLSA) implementing provisions of the Consolidated Appropriations Act of 2018 (CAA). The proposal would also codify existing Wage and Hour Division (WHD) guidance into a rule. Compliance with the FLSA has long confounded restaurant industry employers (among others), and FLSA-related litigation continues to flood the courts.

In particular, what employers do not know about the tip credit can expose them to liability including collective or class actions. The consequence of a violation is the potential to lose the tip credit making the employer liable for the difference between the tip credit minimum wage and federal minimum wage for each tipped employee with that amount liquidated (doubled) for a period of two years-three if the violation is found to be willful.

The majority of restaurants implement both tip credits and tip-pooling arrangements. Although these wage plans are commonplace, their technicalities are difficult for employers to correctly implement and seemingly more difficult to monitor. While there are many common restaurant industry pitfalls, these can be avoided through careful planning and best practices that restaurants should incorporate. Presented below are several key concepts that employers should bear in mind when it comes to tip credits and tip-pooling arrangements.

Employers Must Properly Notify Tipped Employees of the Tip Credit

Employers may only take a tip credit under the FLSA if they inform employees of the FLSA tip credit provisions before the employees become tipped employees. Prior to taking any tip credit with respect to any employee’s wages, employers must first notify tipped employees of the following: (1) the amount of the direct cash wage per hour, (2) any additional amount the employer intends to claim as a tip credit, (3) that the tip credit cannot exceed the amount of tips received by the employee, (4) that employees must retain all tips except where there is a valid tip-pooling arrangement, and (5) that the tip credit will not apply until the employer notifies the employee.

Limit Tip Pools to Eligible Employees

The FLSA allows arrangements in which employees contribute a percentage of their tips to be distributed to other employees. However, only employees who customarily and regularly receive tips are eligible to participate in a tip pool. Customer interaction is the cornerstone of whether an employee may participate in a tip pool. In the food services industry, courts have permitted the following employees to participate in tip pooling because they have sufficient direct customer contact: (1) wait staff, (2) counter personnel who serve customers, (3) service helpers and busser, (4) food runners and expeditors, (5) service bartenders, and (6) hosts. Conversely, courts have determined the following employees are ineligible for tip pooling because they do not interact routinely with customers: (1) chefs, (2) cooks, (3) dishwashers, and (4) janitors.

Allowing ineligible employees to participate in tip pools is a common employer error. Employers should prohibit “back of the house” and management-level employees from participating in a tip pool. Compliance with the DOL’s regulations on this issue, however, requires employers to actively monitor whether employees are following their policies. Employers should consider implementing a daily tip allocation or distribution worksheet and should require employees to use it to record tip amounts distributed to other eligible employees in the pool.

The 2018 Consolidated Appropriations Act contains language that addressed tip pooling and employers who do not take a tip credit. The legislation provides that, if employers pay a direct wage of at least minimum wage, they can require employees who do not regularly and customarily receive tips (such as “back of the house”) may participate in the tip pool. However, the tips otherwise belong to the employees.
In response, the Department of Labor announced that it would issue proposed rules addressing the Congressional Act. Over a year later, no such rules have been issued.

**Mandatory Versus Voluntary Tip Pools**
Current DOL regulations specifically envision both voluntary tip pools and mandatory tip pools and treats each differently. Thus, knowing whether employees are tipped pursuant to a voluntary or mandatory tip pool is essential. In a “voluntary” tip pool, employees agree among themselves to include employees who may not regularly and customarily receive tips from patrons. Voluntary tip pooling must be truly voluntary and free of employer coercion, control, or involvement in the tip distribution.

The DOL regulations separately provide the following requirements for employers who establish mandatory tip pools: (1) only employees who “customarily and regularly receive tips” can participate, (2) the “employer must notify its employee of any required tip pool contribution amount,” (3) the employer “may only take a tip credit for the amount of tips each employee ultimately receives,” and (4) the employer “may not retain any of the employees’ tips for any other purpose.” Unlike voluntary tip-pooling arrangements, an employer can enforce mandatory tip pools and can discipline an employee who fails to share tips with a member of a mandatory pool. Additionally, employers can take a tip credit against their minimum wage obligations for all tipped employees who participate in a mandatory tip pool.

**Tipped Employees Must Earn Minimum Wage**
As employers navigate the restrictions on tip credits and tip pooling, a commonly overlooked issue is whether tipped employees are actually earning the minimum wage for all hours worked. The employer can only meet its minimum wage obligation to tipped employees by combining the employee’s direct hourly wage and the employer’s tip credit. In other words, employers cannot use the tips employees receive above the amount of the tip credit to satisfy the FLSA-mandated minimum wage obligation.

Additionally, DOL regulations require all employees to receive the requisite minimum wage “free and clear,” and employers cannot take deductions that reduce wages below the applicable minimum. The same limitation applies to the wages of tipped employees. If the permitted tip credit combined with the direct wage is less than the required minimum wage, the employer must make up the difference. When employees are only earning a reduced direct wage plus a tip credit, employers must be careful that minimum-wage employees do not incur employment costs such as deduction for uniforms, breakage or walk outs that cause them to fall below the minimum wage.

**Tipped Employees Are Entitled to Overtime Wages**
As with other FLSA-covered employees, tipped employees must receive overtime wages for all hours worked in excess of 40 hours in a given workweek. Employers make two common mistakes: (1) they do not properly calculate the tipped employee’s “regular rate” because they fail to include the tip credit or (2) they take advantage of the tip credit twice, once from the direct wage and once from the overtime premium. Employers must include all compensation in the regular rate for overtime purposes, with the exception of tips received from customers.

**Impact of Mandatory Service Charges on Minimum Wage and Overtime**
Another potential calculation problem relates to mandatory service charges and gratuities restaurants impose on customer bills. DOL regulations provide that service charges do not constitute tips, regardless of whether the service charge is labeled as a gratuity or tip on the customer bill. However, if employers distribute service charges to employees, the service charges should be included in the employee’s direct wages. Thus, service charges paid to employees count towards the minimum wage obligation. Therefore, an employer has discretion in distributing service charge funds. If a service charge is divided among a group of employees, an employer may only count the portion or percentage that a particular employee receives toward that employee’s minimum wage. Employers must also bear in mind that the IRS now requires employers to report automatic gratuities on employee payroll checks as a separate component of the employee’s wages.

**Side Work and Training Time Can Affect the Tip Credit**
“Side work” and trainings are commonplace throughout the restaurant industry. While seemingly minor parts of the workday, these tasks can impact required minimum and overtime wages because FLSA regulations only permit employers to take a tip credit for hours the employee actually performs tipped work. However, the law recognizes that, at times, a tipped employee will perform work incidental to the actual service that provides tips. For example, a waitperson may spend time cleaning and setting tables, toasting bread, making coffee, and occasionally washing dishes or glasses. These are all considered incidental duties to the tipped occupation. Thus, employers may take a tip credit for time spent on incidental duties provided the overall time spent on incidental duties does not exceed 20 percent of the tipped employee’s total work time in a workweek.

Likewise, requiring employees to attend training sessions or pre and post-shift meetings is compensable work time. Employers may take a tip credit for training time if the training is incidental to the service for which the tip is provided. The employer, however, cannot claim a tip credit if the training time exceeds 20 percent of the employee’s total work time in a workweek.

While employers struggle to comply with the FLSA, tipped employees present unique challenges. Counsel and employers must understand the nuances of compensating tipped employees. If done properly, utilizing the FLSA’s tip credit can save employers significant labor costs. Employers’ mistakes or miscalculations, however, can cost employers far more in time, money, and resources.

www.modernrestaurantmanagement.com
How a Restaurant Can Get its Money Back After a Dine and Dash

Cases of restaurant runaways are prevalent. These incidents are more widely known as dine and dash. Dine and dash is a form of theft, and many restaurants fall victim to it regularly.

Why do people do it? Some people do it for fun, while others do it out of desperation. No matter what the reasons are, leaving the restaurant without paying is illegal. Restaurant owners are within rights to press charges. It’s possible when you hire the best criminal defense attorney.

Statistics of Restaurant Runaways
A recent study claims that about one out of 20 people have dined and dashed. Thus, these incidents are more common than what most people think or expect. There are many reasons why people choose to leave without paying. Some of the common reasons that people state are the following:

- Did it for fun: Some people simply do it for fun. Doing something illegal, such as dining and dashing, gives them a thrill.
- Bill took too long to arrive: Others stated that they leave without paying if the restaurant bill takes too long to arrive. Knowing that servers aren’t paying too much attention to customer requests probably makes this reason even more likely.
- Didn’t have money to pay: Some customers have dined and dashed out of desperation. They just didn’t have money to pay the bill. It can either be accidental or done with the actual intention of not paying afterward.
- The customer was not satisfied: Some people choose not to pay if they are not satisfied with the food or the service. However, that is still not a valid excuse for not paying.

Another study focused on the likelihood of people performing this act. It found that those that know others that dined and dashed are more likely to do so themselves. The study also stated that people that are aware of the negative consequences of leaving without paying are less likely to do so. Regardless of likelihood or reasons, leaving without paying is against the law, and there are penalties involved.

What are the penalties?
Running away from a restaurant without paying is a form of theft and fraud. Some states treat it as petty theft, whereas others treat it as a felony. There are several penalties attached to dining and dashing as a result. These penalties generally depend on where the act was committed.

How a restaurant can get its money back
In many cases, a restaurant won’t be able to get its money back unless the runner is caught. There are, however, some ways by which restaurants can recover the money lost. Other restaurants have policies in place to reduce the chances of dine and dash. Some of these are the following:

Prevention strategies
Most restaurants have policies in place to prevent dine and dash. It’s the best way of preventing money loss.

- Some restaurants give the servers incentives if there are no dine and dash incidents happening under their watch.
- Others deduct dine and dash fees from servers, although this is illegal and morally questionable. Some establishments keep open tabs with a credit card as a security deposit.

Install cameras
A great way of getting money back is by installing cameras around the restaurant. Get visuals on who dined and dashed and use this proof should it be needed later on.

Hire the best criminal defense attorney
Once there’s proof in the form of CCTV footage, then a solid case can be built. If the staff manages to catch the runner, then all’s well and good. If not, the footage can be used to track the runner.

An experienced lawyer can play a significant role in helping the restaurant get its money back.

Deal with Restaurant Runaways the proper way
At the end of the day, the best way is still prevention. However, it always pays to have the best criminal defense attorney on the restaurant’s side. Keeping all these in mind can help minimize the monetary loss.
Establishments are **82% less likely** to experience critical violations during a health inspection when they have staff certified in advanced food safety

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ServSafe

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Lisa@kyra.org

KRA members receive a discount on registrations. Get your staff certified today!
Call KRA today to schedule your group or to register for one of our classes.

502-400-3736 www.kyra.org

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Federal law requires all employers to post certain notices:

- Employee Polygraph Protection
- 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
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- Wage and Hour Laws
- Child Labor Law
- Wage Discrimination Because of Sex
- Heimlich Maneuver
- Workers Compensation Notice

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WWW.KYRA.ORG

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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
Plant-based foods play a growing role on foodservice menus

Much of the research into and news coverage of the growing plant-based food industry has focused on retail sales and new products on supermarket shelves, but foodservice channels are increasingly becoming a key focus of plant-based culinary innovation.

Plant-based protein shipments to foodservice outlets grew 20% last year, according to NPD Group. The growth comes as outlets including restaurants, corporate cafes, campus dining halls and assisted-living facility dining rooms are expanding their plant-based options in response to growing consumer demands and the changing tastes of their customers.

Burgers were the biggest seller according to NPD, but food makers and foodservice providers are increasingly looking for innovative new products in the plant-based space.

Just this month, Tyson Foods’ investment arm announced an investment in New Wave Foods, to create a version of plant-based shellfish to debut in foodservice channels next year. New Wave worked with the Culinary Institute of America to create a plant-based version of shrimp made from plant protein and seaweed.

The Plant Based Foods Association has developed a guide to plant-based meat, egg and dairy alternatives for the foodservice industry. The digital booklet offers foodservice operators a primer on products including seitan, tofu, tempeh and soymilk and how to use them. And corporate and campus catering companies including Aramark and Sodexo have been expanding their use of plant-based meat alternatives on their menus in response to customer demand.

Aramark cited data showing that 60% of consumers aim to cut down on meat eating for reasons including health, weight management and climate change. The company has been expanding its plant-based menu with new recipes featuring Beyond Meat products, including Gumbo bowls made with Beyond sausage for hospital menus and Beyond Burgers at the ballparks it serves.

Sodexo has also created a whole plant-centric menu and teamed with the Humane Society of the United States to teach its chefs the ins and outs of cooking with plants. The partners launched a menu last year that’s continuing to evolve and now has about 300 different items. The menu is a mix of vegan and vegetarian items, and items like blended burgers that are made with mushrooms that replace about 25% of the beef that would be in a traditional burger.

And recently the company partnered with Impossible Foods to develop new menu items featuring that brand’s plant-based meats.

That partnership is different for Sodexo in that it’s unusual for the foodservice operator to highlight a brand name ingredient on the menu, Senior Director of Culinary Development Rob Morasco said.

“Impossible fits in nicely from the standpoint of plant-forward and plant-based, and we’re really excited about the relationship,” he said. Offering options and continuing to innovate is key for foodservice operations like Sodexo because, unlike restaurants, their cafeterias, dining halls and other facilities are feeding largely the same group of people each day. And, especially on college campuses, customers are always clamoring for new flavors and innovative menu items.

“Customers are eating with us because we are where they are, so we have to look at not just their needs for today but their needs for down the road,” Morasco said. “About 86% of people who order an Impossible Burger are not vegan or vegetarian, they are just looking to eat less meat.”

The partnership with Impossible Foods and putting the brand on the menu could also be an entry point into plant-based for some consumers, said Ted Monk, Sodexo’s vice president for sustainability.

“I don’t have any data to prove this point, but it seems to me that the Impossible Burger has strong brand recognition,” he said. “If it leads people to try it and then to try other plant-based items, that will continue to strengthen the growth of plant-based.”

Customers who seek out more plant-based options for health and increasingly for the environment don’t want to sacrifice taste, and Sodexo’s chefs developed the new menu items with that in mind.

“The beauty of these plant-based items is that they let you introduce new textures and flavors,” Monk said. “It tastes great and helps you reduce food waste.”

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