

KENTUCKY

RESTAURANT JOURNAL

The Official Publication of the Kentucky Restaurant Association

Food Safety

**How Can Restaurants
Emerge Stronger?**

**Why Safe Food Handling
is Crucial to Help Prevent
COVID-19**

**Chefs That Sizzle
Seelbach Hilton
Louisville**



**Executive Chef Paul Sant
Seelbach Hilton Louisville**

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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**.

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A Word from Our PRESIDENT

STACY ROOF



With each passing month, it seems as if we should be closer to the end of the pandemic. Also with each passing month it feels like it will never be over and normal will never be what it used to be!

I think the hardest things we're all dealing with in 2020 is uncertainty and unpredictability. How do you plan for your staff? How do you order food knowing restrictions may change? How do you project sales when each time an official speaks your business changes because the public has renewed fear about going out? I share

your frustration, though it is not my business that is in danger of closing or going bankrupt.

Several months ago, we decided not to hold our annual Cuisine on the Green on October 5. Due to limited indoor capacity at Churchill Downs we are revisiting how we may hold a trade show. We want to provide ways for members to gather safely to trade ideas and learn best practices from one another. We're open to your suggestions, so let me know if you have a genius idea we should pursue.

We have tried hard to represent every Kentucky restaurant as if they're our only Kentucky restaurant, advocating for each of you though often times our messaging seems to fall on deaf ears. We will continue to push for you and your ability to conduct business safely and with all the proper protocols. I am pleased that some of you have renewed your membership while I'm sure your budget is pinched – thank you!

We've also had several new members join KRA. One told me "I never really knew what you did, but the last few months have shown me that I was cheating my business by not being a KRA member and doing my part so the Association can be stronger." Music to my ears!

If I can help you, I hope you will let me know. Need clarification from the ABC or health department on something, or about a Healthy at Work guideline? I can help. We don't always get the answers we want, and it tends to vary by geographic location, which is frustrating – but I will ask and always be on your side.

I look forward to representing restaurants all across the Commonwealth and seeing you on the other side of all this – whenever that may be.

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We have resumed regular ServSafe classes, and that schedule is posted on kyra.org.

One silver lining to the last 6 months has been communicating with so many restaurant operators from all over Kentucky. I have heard from people throughout the state, from state legislators concerned about their restaurant constituents to members of the public who think restaurants have been unfairly impacted, from former members who renewed their membership even though their income is uncertain to new members who have a new found appreciation for all that KRA does "behind the scenes" and "even though we're going to do it anyway."

KENTUCKY
Restaurant Journal
*The Only Publication of the
Kentucky Restaurant Association*

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The Kentucky General Assembly continues to work through the COVID-19 pandemic, but of course nothing looks the same—just like every other situation we operate in today. Restaurants have been hard hit by this reality, as Gov. Beshear continues to put in Executive Orders restricting restaurants' business models. It is still unknown whether or not the state Capitol will be open to the public when the General Assembly returns in January. What is known is that the General Assembly will return on January 5 to kickoff the start of the 2021 30-day session.

At the realization that the COVID-19 global pandemic will last longer than expected and its economic impacts will last even longer, the General Assembly should look to the restaurant community for solutions that could help the statewide restaurant industry survive these hardships. In the most recent legislative session, the General Assembly gave restaurants the ability to sell raw food items to customers and to sell to-go alcohol by the package and by the drink through the end of the year. Many states took this step and now they are making it permanent—the Kentucky General Assembly should take similar steps and your government affairs team is already working to continue these popular – and necessary – business opportunities. There will be opponents to this legislation, but we are committed to working with the General Assembly to successfully pass this legislation.

We also need your help to generate other ideas or ways for the General Assembly to help the restaurant community. If you have a great idea, please reach out to KRA with suggestions. Now is the time to ask and now is the time to think of bold, new and creative ways to bring back a critical sector of Kentucky's economy. Restaurants fully opening will be a positive for the psyche of all Kentuckians and a nod that we are returning to normalcy. It is how we celebrate and how we enjoy the company of friends and loved ones—and of course great food and drink.

We know restaurants all across Kentucky are doing everything they can to keep employees and customers safe while at the same time providing an excellent dining experience. This is a lot to ask of restaurateurs along with the usual day to day operations and headaches. We get you are busy, but in order to enact bold and innovative legislation to help the restaurant community, we are going to need the involvement of every KRA member. Now is the time to contact your state legislators and make sure that you have a relationship with them. Developing these relationships are key to ensuring legislative success in the future. Be proactive, reach out to them and tell your 'story' of operating during these trying times. If you are able to engage with them now, it will be much easier to have their attention when we are in the middle of the legislative session.

In the meantime, KRA will continue to advocate for you, to get restaurants back up and running as quickly as possible. We continue to work opposing issues that will negatively impact your bottom line, including submitting comments on regulations that would increase food permit inspection fees by 25%.

It is critical to remember that we need feedback and creative ideas to give to the General Assembly to help bring back a thriving restaurant culture in the Commonwealth. We also need your help in reaching out to legislators and developing relationships with them now. Thank you for all you do!



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*Jim Lyon
Kentucky ProStart Coordinator
Jim@kyra.org*

During this challenging time, it excites me to be able to introduce you to the newest ProStart educator! Meet Amy Lilly - Family and Consumer Science Teacher at Madison Central High School.

I asked Amy to tell us a little about herself. Her response is below:

After graduating from Berea College in 1997 I began my career as a Family and Consumer Science teacher. I spent 18 years teaching middle school and high school before pursuing an administration career. The last five years of my career have been spent as an elementary assistant principal. The commute was long and I decided I needed to find a challenging position closer to home, and I have definitely found something that will be challenging. During my search I interviewed for all types of positions and landed in a fabulous school district and school. I am now going back to work in the Family and Consumer Science classroom in Madison County, Kentucky teaching at Madison Central High School.

I am so excited to be a part of this district and program and also becoming a part of the ProStart family. It is my desire as the Foods/Nutrition, Culinary I & II, and FACS Essentials instructor to develop a program that prepares students for their future careers. I have a lot to

learn and have had so much support from the Kentucky ProStart coordinator, Mr. Jim Lyon and those in my CTE Department. I look forward to learning more about ProStart and developing a program that will be sustained for years to come.

Other things about me:

- Starting year 24 in education
- Bachelors in Early Childhood Education (Family and Consumer Sciences)
- Master's Degree: Instructional Leadership K-12 from Eastern Kentucky University
- Rank I: Supervisor of Instruction and Director of Pupil Personnel from University of the Cumberlands
- Married
- I have two children, one in college and one is a sophomore in high school
- I have zero experience in the professional kitchen and will be learning with my students
- My Great-Aunt was a "Home Economics" (now titled Family and Consumer Science) Teacher at Madison Central High School and also a professor at Berea College.





September

- 4th - Kentucky Oaks
Churchill Downs
- 5th - Kentucky Derby
Churchill Downs
- 7th - Louisville Chapter Board
Meeting
- 14th - ServSafe®
Louisville, KY
- 17th - 30th Annual Ben & Shirley
Bernstein Memorial Golf
Outing
Twin Oaks Golf Course
- 17th - ServSafe®
Covington, KY
- 22nd - First Day of Fall
- 24th - ServSafe®
London, KY

October

- 5th - ServSafe®
Louisville, KY
- 5th - Louisville Chapter Board
Meeting
- 16th - National Boss Day
- 26th - ServSafe®
Louisville, KY
- 31st - Halloween

November

- 1st - Daylight Saving Time Ends
- 3rd - Election Day
- 9th - ServSafe®
Louisville, KY
- 11th - Veteran's Day
- 16th - ServSafe®
Louisville, KY
- 26th - Thanksgiving

Q&A Questions Answers

Q.

With all the unemployment benefits that have been paid out, does that mean employers will see a rate increase to replenish Kentucky unemployment funds?

A.

Unfortunately, yes. Due to high unemployment claims, the UI trust fund has been depleted and the state has taken a federal loan to continue paying benefits. Therefore, all employers will see an increase in UI taxes starting in Jan. 2021 and until the trust fund is replenished. We have joined a business coalition asking Governor Beshear to use CARES funding to pay back the federal loan.

Q.

We are bombarded with email, mail and text “information” about Kentucky and local health department requirements. How are we supposed to know what to follow and how it will be enforced?

A.

If it's not on the Kentucky Healthy at Work website (<https://govstatus.egov.com/ky-healthy-at-work>) it's probably not what you need to follow. Things can be tough to find – for instance, there is some information in the “Minimum Requirements” document in addition to the “Bars and Restaurants” guidance. Add to that your local health inspector's interpretation on enforcement and some things vary by health department. Call KRA if you need help – we have been answering questions for months and if we don't know the answer we will find out for you!

Q.

Our restaurant has been fortunate, and none of our employees has tested positive for COVID. What do we do if we have an employee test positive?

A.

First, you want a copy of their test result for your files. Notify your local health department. Let other employees who have come into contact with the positive employee know. Follow your health department's advice, which is usually to clean and sanitize areas the employee may have come into contact with. You may elect to close for a short period to do so but it's usually not required.

How may we be of assistance?
Call the Kentucky Restaurant
Association at 502-400-3736 or
email stacy@kyra.org with your
question.



New PPP Loan Insurance Covers Food Service Establishments if the SBA Later Finds They Were Ineligible for the PPP Loan Program

Businesses that benefited from PPP loans were required to meet the “necessity certification” requirement and consider alternative sources of liquidity, while also taking into account “affiliated” businesses, prior to submitting a loan application. Consider PPP loan insurance to cover damages, legal fees and fines if the SBA determines that your business was ineligible for the loan.

As one of the industries most affected by the COVID-19 pandemic, food service establishments large and small have been looking for relief since March. Many of them received it in the form of PPP loans.

Restaurants and other hospitality businesses took in more than \$42 billion in U.S. Small Business Administration (SBA) Paycheck Protection Program (PPP) loans, accounting for as many as 8.07 percent of total distributed loans.

Although the program was originally intended to help businesses with fewer than 500 workers, large hospitality and restaurant chains like Shake Shack, Ruth’s Chris and P.F. Chang’s won PPP exemptions to bridge their operations until they open their doors once again.

What most recipients don’t realize, though, is that the SBA has a six-year window in which to audit a PPP loan recipient’s initial application for the loan. The SBA wants to know that PPP loan recipients meet the “necessity certification” requirement, including that they considered alternative sources of liquidity prior to applying for the loan, and that the recipients qualified for the program even after taking into account all of their “affiliated” businesses.

The PPP’s Necessity Certification and Affiliation Rules

The Coronavirus Aid, Relief and Economic Security Act and subsequent legislation, which has allocated more than \$510 billion in small business pandemic relief, made PPP loans available for businesses that, at the time of application:

Certified that the “current economic uncertainty makes this loan request necessary to support the ongoing operations of the applicant,” otherwise known as the “necessity certification.”

Considered access to alternative sources of liquidity “sufficient to support their ongoing operations in a manner that is not significantly detrimental to the business,” prior to applying for the PPP loan.

Have 500 or fewer employees, taking into account any and all affiliates. Certain businesses, including portfolio companies of private equity funds, may be at risk that the SBA will interpret their affiliation rules more conservatively than expected.

The SBA has said that it will audit PPP recipients to ensure these three requirements were met. Businesses that don’t pass the audit may be subject to consequences for submitting false or misleading certifications. This could include being required to return the loan as well as fines and treble (i.e. triple) damages. These recipients likely also would incur legal and forensic accounting fees in defending themselves against the SBA’s challenge.

The SBA has created a safe harbor that may apply to recipients of loans of less than \$2 million, but has advised that all PPP loans of \$2 million or more are “subject to review by SBA for compliance with program requirements.”

Get to Know PPP Loan Insurance

A few insurers are now offering a policy designed to cover businesses that are subsequently deemed to have been ineligible to receive a PPP loan at the time it was granted to them. A PPP loan insurance policy will cover:

- Risk that the “necessity certification” was inaccurate when made, as well as the risk of inaccuracy of additional certifications made at the time of the loan application, including employee counts, taking into account the affiliation rules.
- Losses arising out of the lack of eligibility, including the amount of the loan (if required to be repaid), defense costs, fines, penalties and treble damages.

While the terms and conditions of this coverage are still evolving, some policies will not cover the government’s denial of loan forgiveness unless the denial is due to the business’ lack of eligibility at the time it applied for the loan.

For example, if the establishment did not use the PPP loan proceeds according to the SBA requirements, then the policy would not provide coverage. PPP loan policies may also contain exclusions for intentional fraud and reputational damages relating to the improper receipt of a PPP loan.

To obtain PPP loan insurance, applicants must submit:

- Analysis of how the affiliation rules apply to the business
- Payroll calculations made in connection with the loan application
- Analysis conducted to determine the business could make the “necessity certification,” including analysis of alternative sources of liquidity
- Data surrounding the impact of COVID-19 on the business
- Any other materials submitted to the SBA in connection with the PPP loan application

If your restaurant or food service establishment was granted a loan, and after reading the above criteria, you are uncertain you’d pass an SBA audit, consider PPP loan insurance as a way to off-set any potential liability.



Why Safe Food Handling Is Crucial to Help Prevent COVID-19

All restaurateurs have an obligation to protect public health by following proper food safety standards in the best of times and obtaining a food service license and food handler's permit, among other credentials. During the COVID-19 pandemic, that responsibility has become even greater.

Thankfully, there is currently no evidence of COVID-19 transmission via food or food packaging, according to the U.S. Food & Drug Administration. However, the coronavirus may be able to survive on objects or surfaces, which is one of several reasons why it's essential to ensure that your restaurant – and your food – is safe for your guests and employees.

Your guests are the heartbeat of your business, and the good news is that they want to support you through this challenging time of social distancing. By communicating your food safety practices clearly and often, you'll make it easier for your guests to feel confident ordering meals from you.

In addition to reassuring your guests that you're going above and beyond to protect them, you must also ensure that your staff feel safe coming into work. Your team needs to know they can rely on you to prioritize their health and steward them through this crisis.

There's no doubt that doubling down on restaurant food safety helps limit the spread of illness. But, it also makes social distancing a little less difficult for your community when they can still look forward to enjoying takeout from their favorite restaurants.

7 Restaurant Food Safety Tips You Should Implement Now

1. Send Staff Home If They Show Symptoms

Food safety starts with the people who are preparing and serving meals. You must lead by example if you want your restaurant employees to take the COVID-19 pandemic seriously. If any of your staff have cold symptoms – even mild ones, send them home. Now is not the time to ask them to jump through hoops like getting a doctor's note.

People with flu-like symptoms who haven't yet been tested for COVID-19 should stay home for at least 72 hours after their fever has passed, and for at least 7 days since their symptoms began, according to the Centers for Disease Control and Prevention.

You can offer sick leave pay to your staff if your restaurant is in a position to do so – you may even be required to offer paid time off, so be sure to check federal and state laws before making this decision (keep in mind, these are changing on a regular basis).

Even more than legalities, you don't want anyone feeling like they have to rush back to work in order to pay their bills. You should also ensure that your employees know where to access information about COVID-19 testing and government financial assistance programs.

2. Make Handwashing Mandatory

Forget simply encouraging extra handwashing. Now is the time to make handwashing with soap and water for at least 20 seconds mandatory in various situations, including:

- When staff arrive at your restaurant
- Between each order they prepare
- After touching shared surfaces

- After a meal or a smoke break
- After bathroom breaks
- After handling money
- After cleaning the restaurant
- When they leave for the day

Stock your restaurant's handwashing stations with soap and towels, and ensure that hand sanitizer with at least 60% alcohol is available in multiple spots around the front and back of house. Put posters up with handwashing information and remind staff verbally each day that you expect everyone to ramp up their handwashing efforts to help slow the spread of COVID-19.

3. Limit Food Handling

Personal hygiene is imperative when it comes to protecting against the coronavirus, but you can take measures a step further by limiting the number of people who handle food and food packaging in your restaurant. You may need to rethink the flow of your kitchen line if possible to have fewer staff involved in meal prep, as long as you continue to handle raw and cooked food separately.

Ensure that your employees who are handling food are well versed in restaurant food safety guidelines and procedures. This might be the time to revisit what was learned when your back-of-house staff got their food handlers permit, which included personal hygiene, sanitation, food safety, allergens, and food temperature.

4. Clean – And Then Clean Again

Before, during, and after shifts, now is the time to up your cleaning game. Exactly how long the coronavirus can survive on surfaces hasn't yet been confirmed, so be diligent in frequently wiping down

Continued to page 14

counters and cleaning cookware, tableware, utensils, and high-contact surfaces like door handles.

The United States Environmental Protection Agency (EPA) has published a list of cleaning products that you can use as disinfectants to protect against COVID-19. To confirm whether the products in your restaurant are safe to use, simply match the EPA registration number on the product to the list (don't go by the brand name).

Restaurateurs north of the border can refer to Health Canada's list of hard-surface disinfectants and match the Drug Identification Number on the product label to the list.

5. Equip Drivers with Information and Protection

Restaurateurs can take several steps to protect their delivery drivers from exposure to the coronavirus, starting by outlining delivery instructions at the point when a customer places their order online or over the phone.

Many restaurants have begun doing contactless drop-offs to comply with social distancing.

Through contactless drop-off, the customer pays in advance and the driver leaves the package of food outside the door so that two parties don't interact.

Since diners are able to place these orders online and request contactless drop-off, it provides another layer of protection between your staff or drivers and the public – many businesses who didn't offer online ordering before are shifting their offering for this reason. You want people to place orders without coming into the restaurant, whenever possible.

You'll want to make sure to highlight online ordering offers and new delivery practices on your website and social media channels. Make sure staff taking food orders are aware of any contactless instructions and have them communicate what's available to customers.

If you choose not to add your own online ordering system and delivery fleet, and instead work with a third-party delivery

app with a delivery app like Uber Eats, they likely have already implemented these precautions. Research what measures they're taking so you can relay these to customers as well.

If you're working with your own fleet, provide your delivery drivers with hand sanitizer and gloves to further protect them from COVID-19. Inform your drivers that if they do receive cash tips, they should wash or sanitize their hands immediately afterward. Drivers should also ask customers to use their own pen to sign any receipts, instead of lending them a pen. Or, opt for contactless payments made either over the phone with card-not-present transactions, through your website, or with a tap-enabled payment terminal.

6. Handle Packages Properly

You and your restaurant staff will inevitably have to touch some food packages to fulfill orders, and you'll have to work together to do so safely. Adhere to social distancing by avoiding passing packages to one another. Instead, set the item down on a table, then walk away so the other person can pick it up safely.

As much as it may pain you from an environmental standpoint to use items wrapped in plastic, you should remove any loose takeout cutlery or napkins from your restaurant. These items all hold the potential for cross-contamination. Ask guests if they need these items – if many are eating from home, they might be fine to take their order without.

7. Be Smart with Suppliers

It's important to protect your suppliers, as well as your guests and employees. You can use the same contactless drop-off method with suppliers that you do with delivery customers. Again, limit the number of people handling these items.

Also, ask your suppliers what precautions they're putting in place to slow the spread of COVID-19 so that you can communicate this information to your staff and customers.

In addition to implementing these restaurant food safety tips, look into your local, state, or federal laws before finalizing or communicating your

restaurant's approach to fighting the COVID-19 pandemic. These are the best sources for up-to-date information during a situation that is changing by the day.

Times are tough right now, and we know you're focused on your business, but don't forget to take care of yourself too and try to keep your stress levels down. If you're protecting your employees and customers by heeding food safety tips and keeping your restaurant spotless, you're playing an important role in helping to slow the spread of COVID-19.

Remember to send any employees home who show cold symptoms, and be vigilant about handwashing and cleaning. Limit food handling and exercise proper package handling. Finally, implement contactless drop-offs with delivery drivers and suppliers if possible.

You've got this.

<https://www.touchbistro.com/blog/food-safety-tips-covid-19/>



Tech Holds the Answers to Reopening Guidelines

As restaurants begin reopening, there are pressing and immediate concerns. However, it's equally important to also take a long-term strategic approach to the Coronavirus. Both now and for the future, technology can answer many of the questions managers have surrounding maintaining the health of employees, ensuring the safety of their guests and protecting their bottom line.

Plan Wisely

Explore and plan to implement future-proof technology that will keep guests and employees healthy and safe and the restaurant profitable in the long term. That plan should encompass current mandatory protocols and be scalable to address future concerns as well. Exploring current technology will keep guests and employees healthy and safe now and in the long term will keep the business viable and profitable no matter what the future holds.

Automate to Capture the Upside of Curbside Pickup and Delivery

Both full and quick service restaurants will need to use automation to configure operations to meet the needs of customers who continue to fear enjoying a meal outside their homes. That means curbside pick-up and delivery options will continue to be essential and provide a solid business continuity plan as occupancy rules may shift. With reduced seating mandate, excellent take-out options can make all the difference to the continued success of the restaurant.

Customers long accustomed to extensive labelling on grab-and-go items will insist on the same level of information from restaurants. That means accurate nutrition, ingredient and expiry labeling.

Because this is not part of kitchen staff duties, automated labeling is the best option to provide accurate labels in an efficient manner.

For take-out and delivery, the onus is on restaurants to assure customers that the food is safe and continue to meet customer expectations of fresh food delivered quickly and accurately.

To give customers more confidence in food safety, tamper evident labeling offers assurance that their food has remained untouched since leaving the restaurant kitchen.

Protect Premises and Profits with Technology

The most pressing challenges for full-service restaurants will surround maintaining the sanitary conditions of the entire premises, which means every touch point in both the front and back-of-the-house must be cleaned and disinfected continually. Diligently performing these tasks within sight of guests will go a long way to inspiring their confidence in restaurant operations overall.

Everything will come down to employee hygiene and managers must develop clear and strict hygiene rules, specifically: washing hands for at least 20 seconds and using alcohol-based hand sanitizer, wearing a mask or face covering at all times and wearing disposable gloves that are changed several times a day. However, it's beyond the purview of managers to "eyeball" cleanliness.

Enforcing hygiene rules in the new crisis environment will require additional protocols that help prevent COVID-19 spread as well as foodborne illnesses, such as Norovirus, E-coli, Hepatitis A and Salmonella. Fortunately, the latest hand

scanning technology can identify viruses and bacteria which informs associates that they must re-wash their hands, before the dangerous microbes are transferred from their hands to food they are handling and dishes they are serving.

Use Automation to Address Labor Needs and Simplify Processes

The current pandemic is highlighting current and future needs for restaurants to automate solutions in order to both limit labor and simplify processes. Further, COVID-19 has put a spotlight on controlling costs and waste as best practices. Start is by employing RFID to have total inventory visibility so that you can track usage and expiry in order to track minimize waste.

Manual task tracking is error prone and difficult to keep track of. Technology can help – there are cloud based, customizable digital checklist applications for task executions such as cleaning and disinfecting the restaurant. Temperature sensors will track refrigeration to ensure food safety. These solutions store checklist data digitally and make it available for analysis and give visibility to completion and compliance. Eliminating paper logs simplifies kitchen processes and helps ensure sanitation protocols are being followed.

As restaurants continue to navigate reopening protocols, managers must be razor focused on using automation for present needs and to future-proof their establishments. Technology holds the key to opening their doors safely and profitably.

<https://modernrestaurantmanagement.com/>



The Unforeseen Challenges of the Restaurant Manager Amid COVID-19

We have all been dealing with the core problems COVID-19 has brought to us: increased cleaning and sanitizing processes, loss of customers, negotiations with landlords, and many more. On top of those known problems, restaurant managers have also faced unforeseen and sometimes puzzling challenges. We've taken a deep dive into some of these issues in an effort to help support restaurants, and to provide solutions when possible. Let's take a look.

1 – Distraught and Stressed-Out Employees

Finding employees who are motivated, loyal, and talented can be an uphill climb in our industry — even on a good day. With so many restaurant workers out of a job for long stretches of time, the workers that are returning may be coming back with new stresses and burdens. They may be facing expulsion from their home, or struggling to put food on the table.

Working in restaurants, our first goal is to create an environment of relaxation and pleasure for our guests, but we can't expect our staff to leave all their worries behind the second they come through the doors. Be understanding and calm while protecting your business.

While a breakdown in the back room is manageable, it's much harder when it happens in front of the customers. Assess the employee's situation and mental state and act accordingly.

By actively listening to your staff, you can spot an issue before it arises, and a supported team member will be a loyal and hardworking one for long after we have moved through this. Also be aware that their situation may lead them to make risky decisions, such as to come to work while feeling sick. Be kind, but remain on your guard. Work with your team to create plans for support, make it clear that all new procedures need to be upheld, and then stick to them.

2 – Demanding Customers

Here's a true story: a customer asked her waitress if she could inspect the kitchen and go over their sanitizing process. Once the waitress had gone over all the requested information, the customer asked that boiling hot water be brought to the table to sanitize her silverware! Customers are returning to restaurants, but with all sorts of new perspectives on dining out. Some are ready to have the ability to patronize your restaurant, even though they may be nervous about the

still-present dangers. Others may be resentful that anywhere was shut down at all, and might have high expectations for staff to earn their tip.

Making guests comfortable and creating a memorable experience is now a bit more complicated. Be ready with well thought-through answers about how your standards now address COVID-19 regulations, but also try to keep the guest's experience of your restaurant at the forefront.

You also simply can't bend over backwards to accommodate all customer demands — you just don't have time. Be ready, but also be firm about what you will and will not tolerate. It's like the Wild West in many places when it comes to what the customers expect and what the restaurant should be able to provide.

Empower your staff to hold their ground when it comes to your policies, and have a plan for when a guest is overstepping boundaries. This will be most effective when you have taken the time to train and reinforce your new practices and policies. Having trained, informed staff will boost their confidence, as well as the confidence of the guests.

3 – Online Reviews

As if restaurant owners were not under enough stress, some customers may post disparaging reviews while the restaurant team is trying to re-invent many processes to fit the new business rules. While this has always been an issue, it has taken on a whole new layer of difficulty now that many of your patrons are hyper-aware of how businesses are adhering to and working through new guidelines.

Don't get discouraged; respond with care and concern. Be open and transparent about the steps you are taking, as well as the hurdles you are having to jump in order to create the best dining experience you can. If there is an issue that is being addressed, let them know you appreciate the feedback, and mention how you plan on moving forward. Make penance when you deem appropriate, but make sure you don't fall into a trap or create a practice of appeasing guests just because you are afraid of a bad review. If you know you are in the right, the customers you want will respect you for standing your ground, and those that are looking for an opportunity to take advantage of someone will know to steer clear.

4 – Complicated Decisions

Every day will bring its share of challenges, along with decisions to make that you had never thought about in the past. For example, when a party of one shows and you only have a four-top left based on either the six-foot or capacity rules, do you seat them at that table and risk having to re-seat them later — which could upset them — for the sake of more efficient table turns? With all the new capacity rules and the dramatically reduced revenues, those decisions become increasingly difficult to make, and yet, they are essential for your business to survive. So think everything through as much as possible. When another unexpected situation arises, deal with it on the spot, but also take the time to reflect later and use that experience to devise a better plan for the future.

5 – Don't Let Your Guard Down

That would be our final advice. We are in this ride for the long run. Don't get too comfortable, because tomorrow will be different than today. Being adaptable is a skill that will carry us through successfully into the future. Adhere to the new regulations and recommendations,

and create a space that requires your customers to follow your rules as well.

Moving forward, we are looking into the great unknown in many ways. Not every choice will be perfect, and not every mandate will prove effective. However, by endeavoring to satisfy community efforts and rules, you will be honoring your place as a respectful member of your community, and you won't be accused of negligence or of not caring about everyone's health and safety.

So buckle up, and let's try to make it through this crazy ride.

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How Can Restaurants Emerge Stronger?

The restaurant industry was turned upside down in 2020, practically overnight. But the resiliency of this sector is not to be underestimated: Navigating all new business pressures, management took on every challenge thrown at them to keep their heads above water and prepare for the next wave of normalcy.

The goal is to emerge from this crisis stronger than ever. But to get there, management will have to navigate through months of uncertainty and disruption, shoulder a massive drop in revenue, and redesign operating procedures based on somewhat-unpredictable regulations. All this while still maintaining the warm, friendly atmosphere that operators in the hospitality industry are known for.

Overwhelming? Yes, absolutely. There is a new normal in the restaurant space, and we are all trying to figure out exactly what that means. Will servers come back to the same role they left? Will new jobs emerge that hadn't been thought of before—like a sanitization specialist, or someone responsible for managing a line into the restaurant? How will restaurants shift their labor models to follow state safety regulations, ensure social distancing, minimize contact, and support the changing tide of guest preferences? Will these changes be temporary, or – more likely – will some stick around?

The return to normalcy will be faced with new dynamics and tensions, and it's going to be a struggle. But people need to work. Many even want to. The most important thing restaurants can do to emerge stronger from this pandemic is to give guests – and, just as importantly, the workforce – confidence that they are not putting themselves or their families at risk.

“By prioritizing employee safety during a time of crisis, leaders set a strong example for their management teams and clearly demonstrate how the organization values its people.”

By prioritizing employee safety during a time of crisis, leaders set a strong example for their management teams and clearly demonstrate how the organization values its people. After all, people are an organization's greatest asset – and the key to speeding recovery and emerging stronger from these uncertain times. Protect them and empower them; don't let them fall to a lower priority while addressing financial, logistical, or other operational challenges.

How to Emerge Stronger

Technology provides a way forward by making manual procedures more streamlined, and by enabling restaurants to operate with a keen level of agility, flexibility, and transparency – the combination of which is desperately needed to maintain business continuity and resiliency within an industry that was knocked almost flat on its back by the rippling effects of COVID-19.

Agility Planning

When navigating regulatory requirements – which are often proving to be inconsistent and reactionary – and balancing guests' anxieties about returning to old habits like dining out, restaurant owners and managers need to respond with agility. They must be quick to make a decision and quick to take action.

This transition is going to be difficult for smaller restaurants or chains located in only one state. And to say that larger food service organizations with locations that cross state borders will have their work cut out for them is an understatement. But once leadership understands the local or regional requirements pertaining to each location, the next step is to decide how their organization will respond. Agile leaders will often prepare a few likely scenarios and strategies around how to manage their business under those circumstances, ensuring that operations

could be adjusted quickly – whether restrictions are easing, or new restrictions are handed down.

A key component to agility planning is the ability to quickly roll back decisions and revert to an older plan. If a second wave happens, restaurants will need to be agile enough to revert back to delivery or curbside only. The best way to do this is by clearly documenting the decision-making process. Ultimately, agility planning requires management to thoroughly think through how to ensure the health and well-being of their workforce and guests, and instituting policies and procedures to enforce safety measures (while also delivering a warm and friendly atmosphere—that remains critical) aligned with varying regulations. It's a balancing act, to say the least.

Transparency

Much of the unease around COVID-19 comes from the unknown. If employees and guests don't feel like an establishment is going to put their safety first and protect them from unknown risks, they're not coming in. Therefore, it's extremely important that management be very transparent when informing the public and employees of various new policies and precautions that are required for their establishment to re-open and operate safely.

Clearly laying out expectations of both employees and guests from the start will go a long way in reassuring everyone that peoples' safety is being prioritized above

all else. This will build confidence that management is doing all they can to keep people safe, regardless of what is required of the restaurant by the city or state (and perhaps going above and beyond).

A finely executed set of safety precautions is now the gold standard in guest experience, and it requires that staff are trained to not just uphold various safety measures but to be able to clearly communicate those measures to guests, putting them at ease. Be sure that staff have the tools they need to most effectively execute new safety procedures consistently and accurately, and ensure management is onboard and visible. Management should be willing and able to step in and support their staff in any scenario where a customer pushes back on safety requirements.

Flexibility

The situation we find ourselves in is changing by the day, which likely impact employees' ability and desire to work at a moment's notice. Between the uncertainties around whether cases will surge in the fall or whether states will have to back-track their phased reopening plans, many employees are questioning when and how to return to work.

Patience, understanding, and flexibility are key, both on the side of the employee and employer. Employees want to understand what their employer is doing to keep them safe, and what flexible options will be given to make their return to work a positive experience. At the same time,

employers also face many unknowns—from forecasting demand to navigating financial disruptions.

Managers and corporate leaders must stay nimble and flexible when navigating these unknowns, while also developing a workforce flexible enough to support the journey. Cross training to increase the versatility of the workforce is a good starting point for employers looking to balance the flexibility needed by employees with the flexibility required by their establishment.

Seize the Opportunities

Recognizing and capitalizing on new opportunities emerging from this crisis is necessary for a successful recovery. Already, restaurants have shown they can meet the new realities of this situation head on and find a way forward. Formerly dine-in-only establishments that were quick to shift their labor model to provide contactless delivery and curbside pickup will have expansive opportunities in the future: They can always revert back to their roots, but the resiliency of their operations and of their workforce will enable them to endure the present and thrive in the future.

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*By: Lisa McLaughlin,
Director of Communications and Training*



I recently visited the Seelbach Hilton and spoke with Executive Chef Paul Sant and his team concerning their efforts to address food safety during this pandemic. The ever-changing restrictions have forced renewed attention on how foods offered in the hotel can be safely handled and delivered to the public, as well as key best practices for employee health, cleaning and sanitizing, and personal protective equipment (PPE). Food safety has always been at the core of their mission but now, more than ever, they are following the rules and mandates that are set by local and state health departments, including Hilton Brand mandates. As the Governor makes changes, they make changes.

Every employee has their temperature taken when they come to work and those are then logged in a spreadsheet. If they are not feeling well or have an elevated temperature, they would be sent home. They cannot return to work without a note from a medical practitioner. Boxes of gloves are available and each employee is issued masks as well as single use masks at every station in the kitchen. There is hand sanitizer throughout the hotel and the required COVID-19 signs stating mandatory social distancing of 6' separation and mask wearing in all common areas.

Documentation has taken on a renewed emphasis. Hot holding, cold holding, and refrigeration temps are all logged and hand washing after each task is required. Food waste is logged and used to help determine what products are selling and which menu items should

be discontinued. Gloves are worn when working with cooked foods, raw products and any other product in the kitchen.

The hotel has purchased an ultra violet high temperature sanitizer that uses quaternary ammonia compounds to clean large surfaces throughout the building. Each room is sanitized and sealed so that the guest is the only person who enters the room once it has been cleaned. Packaged food can be bought but is sealed and never touched by the service staff.

"It has been a pleasant reminder of what we have been taught to do all along but now it is muscle memory; you automatically wash your hands, get new gloves, and a mask. We have purchased sanitizer spray bottles for each station and I feel that now everyone knows the rules."

"Covid has forced the industry to do things we were not necessarily ready for" said Chef Sant. "We are having to adjust our menus based on food availability. Certain cuts of meat, pork, chicken may not be available. Our recipes have to be altered as we adjust to dining room restrictions. Food is prepared in smaller proportions and held for a shorter period of time. We have a limited menu. Everything has changed."

Guests who stay at the hotel are offered no touch, single service packaged foods for breakfast. They no longer have sit down lunch but do offer pre-packaged snacks throughout the day and then a dinner in the Old Seelbach Bar. Sant

says there is a new approach to "To Go Foods". "The packaging needs to be memorable. It has to keep food safe but it also has to tell the guest we care about them and want the presentation to be visually appealing. We have been forced to find ways for guests to want to eat in our facility. Our dinner menu is available in the OSB where the guest can eat and have a drink."

Sant said "Covid taught us how to work cleanly in a sanitized area. We are not only concerned about our guests' health but also ourselves. It has changed the rules and the dynamics of our industry. Food safety was important before; it is imperative now."



*Director of F&B, Laurent Geroli,
demonstrates the ultra violet
sanitizer used throughout the hotel.*

Baked Pork Nachos

- 4oz Pulled Pork Shoulder
- 6oz fried Nacho Chips
- 2oz Bourbon BBQ sauce
- 2oz Sour Cream
- 12 each slices Jalapenos
- .5 each Small red Onion sliced pickled
- 2oz Jack Cheese
- 2oz Cheddar Cheese
- 1oz Fresh Cilantro chopped

Pre-heat oven to 400*

Spray an oven proof dish with a vegetable spray, lay the nacho chips on the tray, top with the Jack and Cheddar cheese.

Add shredded / pulled Pork to the top of the nacho chips and cheese

Place the tray of loaded Nacho's into hot oven. Allow nachos and pork to cook for 5-7 minutes watching not to burn the chips

Remove the tray of Nachos from the oven, add the Bourbon BBQ sauce, sour cream, sliced Jalapeños, red onions and chopped cilantro and serve while hot.



Executive Chef Paul Sant with the Seelbach's Baked Pork Nachos

Pork brine (yields 5 gallons)

- | | |
|----------------------------|------------------------------------|
| • 3 gallons Water | • 4 Tbsp. Cloves, whole |
| • 1 gallon Apple juice | • 4 Tbsp. Caraway seed, toasted |
| • 4 cups Kosher Salt | • 4 Tbsp. Mustard seed |
| • 2 cups Pink Salt | • 4 Tbsp. Cumin seed, toasted |
| • 4 lbs. Light Brown Sugar | • 2 Tbsp. Black Peppercorns |
| • 6 each Bay Leaves | • 2 Tbsp. Red Pepper flakes |
| • 2 bulb Garlic, split | • 1 bone in Pork Butt, approx. 10# |

Method

Combine all Ingredients and steep slowly for 45 min. to 1 hour.

Cool the liquid with seasonings, cap, and store in cooler.

Let the brine sit for 24 hours before used.

Strain liquid over the Meat and brine depending on size and weight for

24-48 hours. Check the Meat after 24 hours, it should be firm and slightly leathery to the touch.

Charring of the Meat

Dry the Meat overnight on wire racks in cooler to remove any access liquid from the surface.

Do not season the outside of the Meat or it will become salty with the brine inside.

Place logs into the smoker, set the temperature at 225-250*, and slowly cook the pork on a wire rack for 12 hours, once the pork is carefully removed from the smoker, allow to cool for an hour. Shred the pork meat with 2 forks, remove the bone

Firecracker **Golf Scramble**

The 32nd Annual Firecracker Scramble was held August 17th at Woodhaven Country Club. All proceeds from the raffle benefited Apron, Inc. Aspen Creek, Beef O' Brady's, Klosterman Baking Company, Roosters, US Foods and Waypoint helped contribute to make this day a success.







Are These Three Persistent Myths Preventing You from Serving Gluten-Free Dishes?

Over the last decade, demand for gluten-free foods has grown by an eye-popping 200 percent with two out of 10 Americans seeking gluten-free options when dining out.

While many restaurants once viewed gluten-free dining as a passing fad, there is growing awareness that demand for gluten-free options is more than a trend. Eager to tap into a growing market, more and more restaurants are adding gluten-free items to their menus.

At the same time, restaurant owners may be concerned about the time, expense, and profitability of serving gluten-free dishes. In most cases, these fears are based on misconceptions about gluten-free ingredients and food preparation. With many restaurants evaluating their policies and procedures to meet social distancing requirements, now is the perfect time to dispel three of the most common myths and add gluten-free dishes to your menu.

Myth #1: Serving a Gluten-Free Menu Is Too Expensive

One of the most persistent myths about gluten-free dining is that you need a separate, dedicated kitchen to safely prepare gluten-free food. The reality is

that you can adapt existing spaces with a minimal investment of money and effort. Establishing a dedicated prep space and purchasing separate pots and pans is a great place to start. You will also need to invest in a few pieces of dedicated equipment like toasters and cutting boards.

While some dedicated equipment is necessary, not everything has to be separate. For example, you can use the same oven to bake gluten-free and traditional pizzas. Using a disposable pan to bake gluten-free pizzas is an inexpensive way to prevent crust contact without sacrificing taste. You can also use the same salamander to broil meats for gluten-free dishes and other items.

Because the heat comes from the top and there's no circulating air, there is minimal risk of cross-contamination. Nor do you need a dedicated pan to broil meats, as long as you can run it through a dishwasher to remove any gluten particles and sterilize it.

Myth #2: Gluten-Free Ingredients Are Hard to Find

Another prevalent myth is that gluten-free ingredients are hard to find. In truth, most suppliers, particularly large ones like Sysco and US Foods, carry a variety of gluten-free products. While finding products that give your dishes the desired taste and texture can take some trial and error, many vendors are happy to provide samples of gluten-free products so that

you can taste different options and see what works for your menu.

Gluten-free products have come a long way when it comes to taste and texture. Many pastas and baked goods like cakes and muffins are indistinguishable from their gluten-containing counterparts. In other cases, removing gluten really does make a difference. For instance, it's very difficult to duplicate the texture of breads and pizza crusts that contain gluten, because this protein is what gives dough its elasticity.

Fortunately, differences in texture aren't necessarily a deal breaker. Most diners who adopt a gluten-free diet expect to find some differences and are more than willing to pay a little extra for good-tasting food that is safe to eat. This flexibility allows restaurants to absorb any costs associated with specialty ingredients by marking up gluten-free dishes.

Although it's relatively easy to find gluten-free products, some items are trickier than others. Oats are inherently gluten-free but they are vulnerable to cross-contamination unless they are grown, stored, and shipped in dedicated fields, silos, and trucks or railway cars. Other foods like beer and soy sauce often contain gluten, but it is possible to find gluten-free varieties with a little digging. For example, Tamari makes a gluten-

free soy sauce and several breweries produce gluten-free beer.

Myth #3: It's Not Worth the Time and Effort to Serve Gluten-Free Dishes

Many restaurants assume that it takes months of effort to launch gluten-free menu options, but this is another misconception. With a little foresight, restaurants can roll out a gluten-free menu in as little as two weeks. Setting up dedicated prep stations takes very little time and some steps, like printing new menus, can be postponed or eliminated altogether provided your staff can answer questions about your gluten-free offerings.

A well-trained staff can help you reassure customers that you know what you're doing while poorly prepared staff can set off alarm bells for diners who depend on a gluten-free diet to stay healthy. Train front-of-house staff to answer questions about your gluten-free dishes and make sure your kitchen staff understand proper procedures for preventing cross-contamination.

If you're serving gluten-free dishes, have written procedures for each phase of food preparation. A binder of handwritten notes, taken during a training session, can provide an invaluable reference

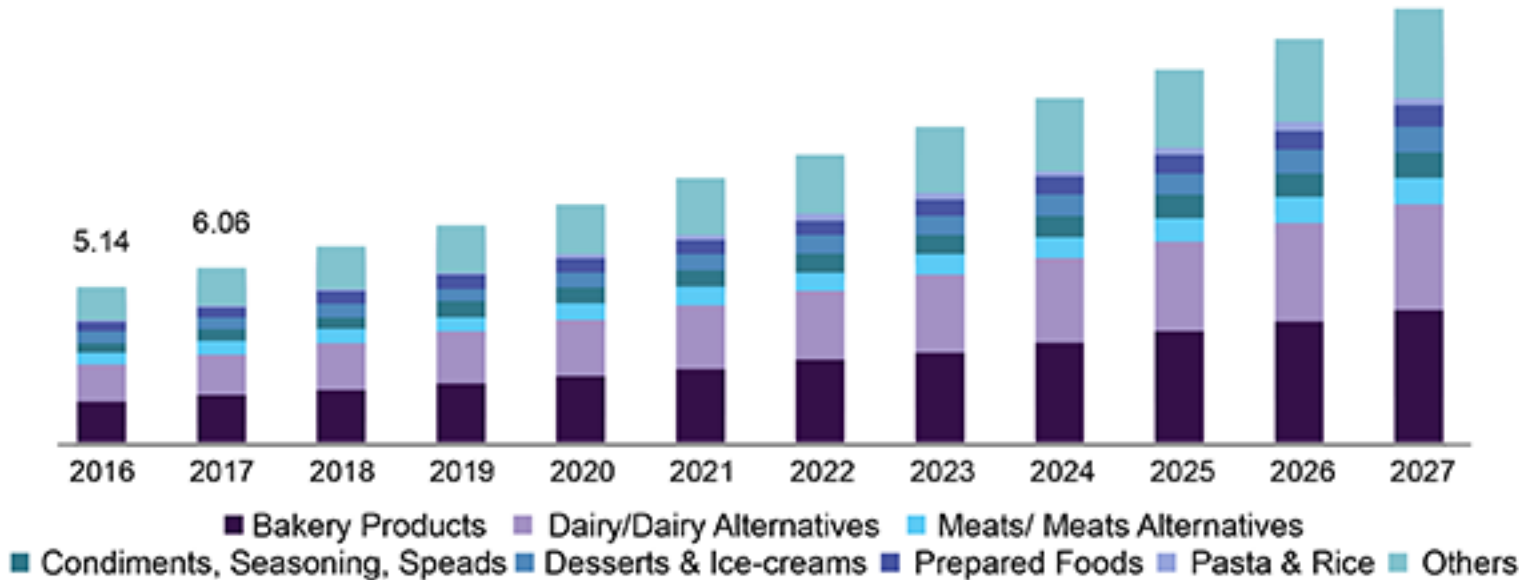
for line cooks and other kitchen staff. You do want to emphasize that staff need to follow established procedures, regardless of their personal beliefs about gluten sensitivity.

Validation can provide valuable support in creating procedures and developing a training program. The validation process will clear up any misconceptions your staff has and inspire confidence by removing that element of the unknown. Assessors can also steer you toward quality gluten-free products and teach you useful tips like storing gluten-free ingredients on the top shelves of refrigerators, freezers, and dry storage. Using gluten-free pasta that is a different shape from other varieties is another helpful practice.

With more diners adopting a gluten-free diet out of medical necessity or other health reasons, now is a great time to get started on launching your own gluten-free menu. With a modest investment of time and energy, you can earn the trust and loyalty of gluten-free diners while tapping into a growing and increasingly profitable market.

<https://modernrestaurantmanagement.com/>

U.S. gluten-free products market size, by product, 2016 - 2027 (USD Billion)



Source: www.grandviewresearch.com

A New Normal

Let's face it, our world has changed. Who among us ever thought a single virus could shut down our entire industry? Yet, this pandemic has hit the hospitality industry quickly and at a very high cost.

The primary foodservice worry has always been foodborne illness; diseases transmitted to people through food. While COVID-19 is making the headlines, according to the CDC there is no evidence that it is a foodborne illness. Covid-19 is primarily transmitted from breathing in infected droplets from someone coughing or sneezing and through contact transmission. While this virus is consuming the attention of the nation, we in the foodservice industry would do well to remember the other very real threats to food safety including the pathogens of Norovirus, E. Coli, Hepatitis A, and Salmonella. When we consider both Covid-19 and foodborne illness in our industry, prevention is where our focus should concentrate. We can prevent transmission of illness through the same practices of proper sanitation and impeccable personal hygiene.

There will be a new normal in our industry. Customers will be more aware than ever of our food safety

procedures. They will likely be hesitant of getting too close to strangers. To facilitate returning clientele, it will be imperative to make sure people not only feel comfortable but also that they both feel and "see" safe. Customers need to see meticulous cleaning routines and thoughtful spacing. Your procedures will be watched and noted. Will your customers see your employees cleaning and sanitizing? Will your employees be seen washing their hands and using gloves properly?



One of the biggest mistakes seen in restaurants, even before the pandemic, was poor handwashing and improper glove use. We know we need to handle ready to eat food with gloves, but wearing gloves all the time can provide a false sense of security. We can implement the use of one color glove for

food handling and one color for non-food activities. It is essential to train employees in proper glove use; when to change gloves and what to do between glove changes.

Food safety practices have never been more important. The CDC estimates that each year 48 million people get sick from a foodborne illness, 128,000 are hospitalized, and between 3000-4,000 die. We can be assured that from here forward our patrons will be very aware of health concerns and our

food safety practices, Are your managers, food handlers, and employees trained in food safety? ServSafe® is the most respected name for food safety training.

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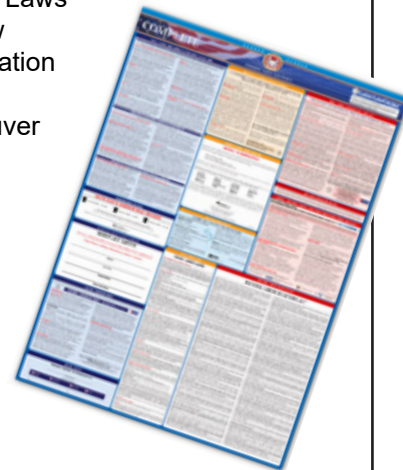
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- Family and Medical Leave Act: must be posted by private sector employers who employ 50 or more employees in 20 or more work weeks, and by all government agencies.

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Videos and Books available for members to borrow and/or purchase at your convenience

SERVSAFE® & SERVSAFE ALCOHOL®

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Health Insurance

United Healthcare & Bridgewell Health

Health Plans for Members

BMI DISCOUNT

Up to 20% discount on music licensing fees exclusively for KRA Members!

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KRA Members receive special rates with Roto-Rooter.

WORKERS' COMPENSATION

Employers Insurance

Members receive a 5% credit on coverage.

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Fisher Phillips

KRA members receive free monthly calls

Beyond these member benefits, the KRA is available to answer questions and is committed to helping you grow your business! Call us today!

**FOR DETAILS ON ALL MEMBER BENEFITS, CALL THE KRA OFFICE AT
502.400.3736 WWW.KYRA.ORG**

WELCOME NEW MEMBERS

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Louisville, KY

Parlour Pizza
Max Bloom
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Pier 17
Mark Whitlock
Louisville, KY

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Sherry Dillon
Owensboro, KY

Purple Poulet
Richard Zumwalde
Dayton, KY

Troll Pub Under the Bridge
Ben Barker
Louisville, KY

Associate Members

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Louisville, KY

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Tom Murro
Louisville, KY

Newport on the Levee
Justin Otto
Newport, KY

SpotMenus by BrandMuscle
Lori Alba
Cleveland, OH

Derby City Direct Primary Care
Michael Lovelace
Louisville, KY

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NATIONAL RESTAURANT ASSOCIATION

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GUIDANCE FOR RESTAURANTS RESPONDING TO COVID-19 POSITIVE EMPLOYEE¹

FIRST CALL YOUR LOCAL HEALTH DEPARTMENT FOR THEIR GUIDANCE.

- **Employees Who are Sick**
 - Make sure that employees know they **should not come to work** if they are sick and should notify their manager or other designated COVID-19 point of contact.
 - If an employee becomes sick while at work with COVID-19 [symptoms](#), test positive for COVID-19, or have been [exposed](#) to someone with COVID-19 or have been exposed to someone with COVID-19 symptoms or a confirmed or suspected case, the employee should notify her/his supervisor or other designated COVID-19 point of contact.
- **Employees with COVID-19 Symptoms at Work**
 - Immediately separate employees with COVID-19 [symptoms](#) (i.e., fever, cough, shortness of breath). Individuals who are sick should go home or to a healthcare facility, depending on how severe their symptoms are, and follow [CDC guidance for caring for oneself and others](#) who are sick. Employees should not return to work until the criteria to [discontinue home isolation](#) are met, in consultation with healthcare providers.
- **COVID-19 Exposed Employees with No Symptoms**
 - Critical Infrastructure workers who have had an exposure but remain asymptomatic could be asked to stay home until 14 days after the last exposure or [allow them to return to work with the following precautions](#):
 - Take employee's temperature and assess symptoms prior to starting work;
 - If the employee doesn't have a temperature or symptoms, they should still self-monitor throughout the day;
 - **If an employee becomes sick during the day, send them home immediately;**
 - Have them wear a face mask while in the workplace;
 - The employee should maintain 6 feet and practice social distancing as work duties permit in the workplace; and,
 - Consider increasing the frequency of cleaning commonly touched surfaces.

¹ This document provides general guidance on strategies employers could consider in preparation for a potential COVID-19 positive employee. It should not be construed as legal, medical or human resource advice, but rather as a resource for employers needing to take quick action. The electronic version of this document contains the relevant links, as of June 24, 2020, to the CDC, OSHA, EPA, and EEOC pages.

- **Contact Tracing Employees Exposed to COVID-19**
 - Contact trace within your operation to determine potential exposure. You may ask an employee that tested positive for COVID-19 which coworkers he/she had been in “close contact” with in the prior 2 weeks (definition within [6 feet for more than 15 minutes](#)) or check shift schedules.
- **Notify Health Officials and Close Contacts**
 - In accordance with state and local laws, restaurant operators should notify [local health officials](#) and staff of any case of COVID-19 among employees, while maintaining confidentiality in accordance with the [Americans with Disabilities Act \(ADA\)](#).
 - Advise those who have had [close contact](#) with a person diagnosed with COVID-19 to stay home and [self-monitor for symptoms](#), and follow [CDC guidance](#) if symptoms develop. As critical infrastructure, you may also allow COVID-19 exposed employees with no symptoms to return to work with the precautions outlined above, also found in the [CDC Guidance for Critical Infrastructure Workers](#).
- **Clean and Disinfect**
 - Close off areas used by a sick person and do not use these areas until after [cleaning and disinfecting](#) them.
 - Wait at least 24 hours before cleaning and disinfecting. If 24 hours is not feasible, wait as long as possible. Ensure [safe and correct use](#) and storage of [cleaning and disinfection products](#).
- **Returning to Work**
 - You may ask for a “fitness for duty/return to work” medical clearance note prior to a sick employee returning for work. Some jurisdictions, like New York, do not allow employers to ask for such a note from asymptomatic employees.

For questions or to make sure you have the latest version of this document, please contact [Angelo I. Amador](#), Executive Director of the Restaurant Law Center, at 202-492-5037 or via e-mail at aamador@restaurant.org.





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