



MRA Holiday Wish List (in no particular order)

1. A prosperous holiday season and exponential growth in 2018 for the 15,000 operators and 300,000 employees that make the hospitality industry an amazing place to work and patronize.
2. The Red Sox find a power hitter that can produce 30 hr's and 100 rbi each season.
3. The voting public recognizes most ballot questions for what they really are: organized and paid for by well-funded out of state big labor interests trying to use the ballot to index their own revenues or re-open negotiated contracts. These questions are not good for Massachusetts and only stand to benefit the self-interest of the proponents.
4. That cities and towns recognize that increased economic vibrancy in all cities and towns across the Commonwealth is good, however they must tread very carefully with altering the existing alcohol license system and all license holders should be on a level playing field.
5. That all people, in all industries, and all facets of society, treat co-workers with dignity, respect, and as they would like to be treated themselves. Non-negotiable.
6. That elected officials actually ask a restaurant owner about the impacts of any legislation before they vote on it.
7. That the use of "Breaking News" just goes away. If all news is "Breaking", how can any news not be "Breaking"?
8. That the modern day fountain of youth – Avocado Ice Cream – continues to regress Tom Brady's age, while the patchwork O-line continues to do their thing as our Patriots drive for a ring on the other hand.
9. A safe, reliable and affordable public transportation system for all of our employees and patrons.
10. That nothing of importance was left behind at the old MRA headquarters.

WE'VE MOVED – MRA HAS A NEW HOME!



After 15 years at our offices on Rt. 9 in Southborough, we are very excited to announce that we have found a new permanent home just over two miles west. Our new headquarters is located at **160 East Main Street, Suite 2, Westborough MA, 01581**. Please make a note and update your mailing address in your system.

This move was authorized by our Board of Directors, and it allowed us to right-size our office space (due to business model changes our large training room was very under-utilized), which also allowed us to move just off the major highway, and renovate space that makes sense for today and the future. With this relocation and buildout comes a

better financial position for the MRA and ultimately our members.

We still offer all of our members **free use of our conference room**, with a comfortable room for 14 people. And best of all, for your convenience we are still conveniently located in central MA at the intersection of the 3 major highways – Routes 495, 9 and 90 (better known as the MA Turnpike). Please stop in to say hello and see our new home for yourself!

LETTER FROM THE CHAIRMAN



Dear Members,

As we enter the holidays, I believe we all get excited and hopeful for a prosperous holiday party season. It is a time when our existing guests enjoy great times with friends and family, and we find new guests we have never met before and turn them into regulars. What better time of year is there when we can help others celebrate and enjoy each other's company. It's a time when all of our employees hopefully make some great money along the way, brightening their holiday season.

This year, there is an awful lot of noise in the outside world that we have had to endure over the past few months. It seems that it has cast a pall over our business, our employees, and our guests, as it was totally consuming and frankly hard not to get caught up and talking about. I believe everybody – guests, employees, business partners, and politicians alike are looking to just exhale, have some fun, and focus on the good things in our lives. I think the more we encourage our teams to think like that, the more we can influence the conversation in our restaurants, and that is a gift everybody deserves!

Never before can I remember a time that is it more important to treat people with dignity and respect. The more we do it, the more our people do it. Sprinkle some acts of kindness along the way, and we are all going to enjoy the season much more. I know I am going to look for moments where I can find random acts of kindness to help drive the spirit and change the conversation! I hope each of you take the time to do the same within your businesses – together, we really do make a difference.

No matter what holiday you celebrate, I wish you, your family, your employees and guests a wonderful and joyous time, and I thank you for making the food and beverage industry in Massachusetts such a vibrant and exciting place to earn a living all year round.

Pat Lee



MRA Chairman
plee@themassrest.org

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CURRENT ECONOMIC INDICATORS

ACROSS THE US,
RESTAURANTS ADDED

88K

JOBS IN OCTOBER 2017

ACROSS THE US,
RESTAURANTS HAVE ADDED

220K

JOBS YEAR OVER YEAR

RESTAURANT INDUSTRY
EMPLOYMENT GROWTH

1.9%

CONSUMER CONFIDENCE
(0-150 scale)

	UNITED STATES	NEW ENGLAND
NOV	119.8	127.8
OCT	120.4	101.6
SEP	120.0	118.7
AUG	117.3	102.3

UNEMPLOYMENT
as of December 1, 2017

Massachusetts:

3.7%

United States:

4.1%

PRICES (YR OVER YR)

Wholesale food prices:
UP 1.3%

Menu prices:
UP 2.3%

IRS SENDING OUT LETTERS REGARDING ACA COMPLIANCE



Last week, the IRS began sending letters out to employers with 100 or more employees detailing potential fines for non-compliance back in 2015. Click [here](#) to see the notices.

Under the ACA, if an employee received an offer of qualified insurance, the employer would not be subject to any fine. The Massachusetts Exchange (HealthConnector) has never verified that anybody receiving MassHealth has an affordable offer of insurance from their employer, nor did they notify any employer that an employee was receiving a premium tax credit for the purpose of buying insurance, as required by the ACA.

Throughout the past year that we have been working with the Governors team, the state has continued to say that employers were not going to be fined Federally for non-compliance with the ACA. If you receive or have received this notice, please notify Steve Clark at sclark@themassrest.org so we can continue to monitor this with the State.

ABCC 2017 HOLIDAY COMPLIANCE REMINDER

Click [here/below](#) for the compliance reminder during the holiday season.



*The Commonwealth of Massachusetts
Department of the State Treasurer
Alcoholic Beverages Control Commission
239 Causeway Street
Boston, MA 02114*

Jean M. Lorizio, Esq.
Chairman

COMPLIANCE ISSUES DURING THIS HOLIDAY SEASON

The Alcoholic Beverages Control Commission extends our best wishes to you for the upcoming holiday season. Towards that end, the Commission would like to remind you of certain practices, which are prohibited under the Liquor Control Act (G.L. c. 138) and Commission regulations, specified in 204 C.M.R. 4.00, *et seq.*, (commonly referred to as the "Happy Hour" regulation). These prohibited practices are available on the Commission's website at www.mass.gov/abcc.

NATIONAL GRID: SERVE UP SAVINGS - WWW.SERVEUPSAVING.COM

SERVE UP SAVINGS

Every one of us is looking for an edge to improve our expense line and drive through profits. Serve Up Savings is National Grid's initiative to do just that and is open to all individually metered restaurants in National Grid's Massachusetts utility territory. It will allow you to improve dining room comfort and appearance, ramp up cookline production and free up funds you're currently spending on energy bills. This new

National Grid initiative helps restaurants in Massachusetts optimize operations and boost profitability through energy-efficient facility upgrades. By participating in Serve Up Savings, you'll be able to easily see where your restaurant is wasting energy, thanks to customized analytics and a complimentary on-site energy assessment.

The program will then work with you to drive increased productivity, enhance employee and guest experience and generate additional revenue by connecting you to free and discounted energy-efficient equipment.

Whether you're hoping to brighten up exterior lighting to draw in new guests or are tired of waiting for water to heat up in the kitchen, Serve Up Savings makes energy-saving improvements easy and affordable.

Serve Up Savings includes:

- Deeper insight into your restaurant's energy and operational efficiency
- A free on-site energy assessment
- Direct installation of no-cost measures
- Rebates on a wide range of energy-efficient measures
- Ongoing support and assistance from proven energy experts

Click [here](#) to find an equipment, lighting or HVAC rebate.

For more information on Serve Up Savings, contact the team at 1-800-783-7253 or via email at info@serveupsavings.com.

And while at the New England Food Show on February 25-27, come visit Serve Up Savings at booth #1337.



Recently, Puerto Rico and the U.S. Virgin Islands suffered unprecedented damage to their total infrastructure during the series of hurricanes. In Puerto Rico alone, more than 50% of the Island remains without power. St. John looks like a moonscape. The recovery effort will take years, while families gather in shelters and subsist on the generosity of others. For many, their homes no longer exist, for others their homes remain uninhabitable for the time being, while schools, churches and healthcare facilities are more often damaged well beyond repair.

Many of you have already stepped up - as an industry we often do, to provide some level of assistance. The devastation is so complete that much more must be done.

The number one industry in these areas is hospitality. Throughout Massachusetts we have thousands of jobs unfilled despite our most aggressive recruitment efforts, good wages and excellent working conditions. Why not reach out to these communities and let them know we have jobs and would welcome them to our communities?

Some may ask, "Where will they live"? We do not know the answer to that question but we are willing to bet that whatever the local circumstances are, it will be an improvement of where they live now. Some say, "Most will leave in 2-3 years, why do this now"? We ask, why not do this now and benefit from an experienced work force in the meantime, while lending a helping hand to families unable to help themselves when they need it most?

We are working with several other hospitality organizations across MA, the Governor's administration, and Federal officials to find a path that we believe is clearly needed. The key is we require actual data from real employers to determine how many jobs might be available, and for that we need your help. We are asking hospitality operations across the state to complete the attached form. It will help determine if there are enough quality job opportunities to develop a program to the mutual benefit of hospitality organizations in the State of Massachusetts and individuals struggling on the islands.

From the [attached file](#), please choose a sample worksheet (see tabs at bottom of excel file) and complete the form that most fits your business model and return it to me directly (bluz@themassrest.org) as soon as possible.

WE ARE THE MRA

MEMBER PROFILE



Tony Topi
Owner



Restaurant: The Mill 185

Location: West Boylston

Year Founded: 2010

Website: www.the-mill-185.com

MRA Member since: 2016

What is your restaurant specialty?

Many of our menu items featured on our menu are prepared in our house smokers. We also have a variety of other options including features in classic american cuisine, certified Angus beef and top quality steakhouse options. We provide inhouse catering and banquet options which provide quality service at all times.

Why is the MRA important to you & your business?

The MRA provides a platform to better our position in the restaurant industry with top expertise within our state. We also get special promotions from being apart of the MRA including products we use on a daily basis.

Fun Facts about **The Mill 185 Restaurant & Lounge:**

- 1.** Extensive catering menu.
- 2.** Private parties/functions inhouse or locally.
- 3.** Our "Mill Mobile" brings the catering to you.
- 4.** Cover-free live solo artists or bands every Thursday through Saturday.
- 5.** A veteran team ready to provide an amazing experience.
- 6.** Comfortable atmosphere.
- 7.** Our Seasonal drink menu is constantly evolving with our masterful martinis and drink menus.
- 8.** Sponsorship of local little league teams.
- 9.** We are the only place in West Boylston that offers outdoor seating.
- 10.** We feature a five dollar bar menu between 4pm to 6pm for menu size appetizers everyday.



**MRAEF Scholarship Recipient
JENNIFER FLORES**

How long have you been interested in culinary arts?

I have been interested in culinary arts ever since my sister was a part of it at Madison Park since 2005. I became more passionate about it. I found what I love to do and with the people who supported me - especially my instructors in high school.

How did you hear about the MRA Scholarship Program?

I first heard of the MRA scholarship program by my culinary instructor Chef Larkins. She knew I deserved an opportunity to apply and earned this scholarship throughout the hard work I've done.

You have been a recipient of the MRA Scholarship. Tell us about how that has affected you.

Being a recipient of the MRA Scholarship has affected me by making me aware of the different opportunities I should take advantage of and to be a part of competitions and other opportunities that connect with the MRA. It expanded my knowledge in the industry. It also helped recognize me as a hard working student who strives to make a difference in my future. It opened more doors for me as a culinary arts student.



Name: Jennifer Flores

High School: Madison Park Technical Vocational High School, Class of 2017

Culinary School: Newbury College, Double major in Culinary Management and Baking & Pastry Arts

From your experience in culinary arts so far, what is the most important thing you've learned?

So far my experience in culinary school has been fun and engaging. We have played activity games to prepare those who have not yet earned their servsafe certification. We have done presentations on a region that we were given with a partner, and then partnered up with someone different to make different meals and eat together as a class. It has been enjoyable and a wonderful learning experience.

Do you have any advice for students thinking about getting involved in culinary arts?

If students wish to pursue culinary arts or hospitality as a degree in their future, they should work hard because it is not going to come easy to you. Show that you have interest and passion for what you want to continue doing in life. It is a great experience because you are able to learn, eat new foods, and meet people from all different places of the world with different backgrounds. It is rewarding.

EDUCATION TRAINING/RESTAURANT INDUSTRY AT A GLANCE

SERVSAFE TRAINING SCHEDULE

DATE	LOCATION	CLASS	TIME
December 12th	MRA*	ServSafe Alcohol	5pm - 9pm

**NEW CLASS SCHEDULE FOR JANUARY 2018 THROUGH JUNE 2018
WILL BE AVAILABLE AT THE END OF DECEMBER 2017.**



To schedule classes or for more info, call (508) 573-4180.

Classes may be cancelled or changed due to attendance.

We Can Bring the Class to You!

If you have 10 or more employees to train, we can bring the class to you. In-house ServSafe Alcohol® Training Programs are available for the same pricing structure with no instructor fee required. To register or schedule an in-house training program, call the MRAEF at (508) 303-9905.



CLASS LOCATION:

*MA Restaurant Association:
160 East Main St, Ste 2
Westborough, MA 01581

THE NUMBERS, FACTS & FIGURES ABOUT THE RESTAURANT INDUSTRY IN MA

Massachusetts

RESTAURANT INDUSTRY AT A GLANCE

Restaurants are the driving force in Massachusetts's economy. They provide jobs and build careers for thousands of people, and play a vital role in local communities throughout the state. (Source: National Restaurant Association: restaurant.org.)



For more information, click [here](#).

WELCOME NEW MRA MEMBERS!

FOOD & BEVERAGE OPERATORS

19th Golf & Grill
441 Washinton St.
Holliston, MA 01746
(508) 429-6453
Ginger Sardinha

Alfresca Ristorante
1768 Main St.
Tewksbury, MA 01772
(978) 851-3332
Mark Angluin

Blueprint New American
Bar & Grill
9 Village Sq, 21A S. Shore Rd.
Westminster, MA 01473
(978) 668-5580
Sean McNally

Brew on the Grid - Cambridge
93 Windsor St.
Cambridge, MA 02139

Brew on the Grid - Worcester
60 Franklin St.
Worcester, MA 01608
(774) 420-7096
Frank Peace

Cook - Needham
109 Chapel St.
Needham, MA 02492
(781) 400-5927
Caterina Di Pruisco

Fisher's Pub
360 Wareham St Route 28
Middleboro, MA 02346
(508) 923.9757
Dave Fisher

KC's Pub
1098 Main St.
Fitchburg, MA 01420
(978) 343-9461
Mr. Jim Aukstikalnis

Mad Hatter Cafe
5 Richard Rd.
Hingham, MA 02043
(617) 905-1201
Doran Michelle

Nonna's
104 Harding St.
Worcester, MA 01604

Railers Sports Tavern
90 Commercial St
Worcester, MA 01608
(774) 420-7636

Rye & Thyme
14 Monument Square
Leominster, MA 01453
(978) 534-5900

Steam Energy Cafe
104 Harding St.
Worcester, MA 01604

Sub-Way & Pizza
510 Union Ave
Framingham, MA 01702
(508) 879-8818
Mr. Cesar Martins

Tavern at Wrentham
263 Shears St.
Wrentham, MA 02093
(508) 384-0010
Doug Smith

Township
140 Main St. N. Easton, MA
(774) 836-4536
Patrick Kennedy

BUSINESS PARTNERS

Staffing Services(Hospitality)
Harri
611 Broadway
New York, NY 10012
(203) 843-6630
Robert Phelan

Payroll Services/Processors
HR Knowledge
15 Berkshire Rd Suite B
Mansfield, MA 02048
(617) 817-7844
Peter O'Neil

Employee Training Programs
Serve Safely
33 Sutton st.
Lynn, MA 01901
(860) 490-5888
Sergio Espinoza

THANK YOU TO OUR 2017 ANNUAL SPONSORS



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