

JOIN US AT STARS OF THE INDUSTRY TO HONOR THESE TOP 30 EMPLOYEES!

Wednesday, November 13, 2019, 5:30pm Reception, 6:40pm Dinner/Program
Lombardo's - Randolph, MA



BARTENDER:

KELLEY ROONEY:

Anthem Kitchen & Bar, Boston

SUZANNE MOQUIN-TONELLI:

Arturo's Ristorante, Westborough

CESAR VERA:

The Colonnade Hotel, Boston

BUS/EXPO/RUNNER/BAR BACK:

CAROLINE DALEY:

Flour Bakery + Café, Boston

STEVEN MUNETON:

Loco Taqueria & Oyster Bar, South Boston

EDWIN MUNERA:

Mystique Asian Restaurant at Encore, Everett

CASHIER/COUNTER/DRIVE-THROUGH:

BEATRICE PARENT:

Herrell's Ice Cream, Northampton

CHLOE CALLAHAN:

Daily Harvest Cafe, Danvers

HERALDO LAGUERRE:

Boston College Dining Services, Chestnut Hill

LINE CHEF:

ROGERIO ASSIS:

Burtons Grill & Bar, Hingham

JIMMY HUYNH:

The Daily Catch, Boston

MEGAN CROSS:

The VERVE Hotel, Natick

DISHWASHER:

JOHN VELEZ:

Ninety Nine Restaurant & Pub, Lowell

MARCELO COELHO:

Red Heat Tavern, Westborough

ALEYDA CASTILLO:

Boston College Dining Services

SALES/DELIVERY BUSINESS PARTNER:

ANDREW WILKINSON:

North Coast Seafoods, Boston

DAVID BOYLE:

Martignetti Companies, Taunton

AMANDA DESAUTELS:

Kittredge Foodservice Equipment Company, Agawam

HOST/HOSTESS:

TUTU DAO:

Mastro's Ocean Club, Boston

GEORGIA FADDOL:

110 Grill, Marlborough

LEANNE HUNT:

Café Soleil, Wareham

PREP COOK:

ALEX ROSALES:

sycamore, Newton

MARLLIN OSPINA:

Terra at Eataly Boston

TROY YOUNG:

The Smoke Shop, Cambridge

FOOD SERVER:

KATHLEEN FOY:

Ninety Nine Restaurant & Pub, West Springfield

JON FITZPATRICK:

Aquitaine, Boston

CAITRIONA HOLLOWED:

Scarlet Oak Tavern, Hingham

PEOPLE'S CHOICE:

KAITLYN FISCHER:

Loco Taqueria & Oyster Bar, South Boston

PEGGY DICKINSON:

Viscariello Hospitality Group, Plymouth

HEATHER HICKS:

Legal C Bar, Lynnfield

Purchase
your tickets
HERE!

RESTAURANT PROMOTION COMMISSION WANTS TO HEAR FROM YOU



THE RESTAURANT PROMOTION COMMISSION

The Restaurant Promotion Commission has been appointed and a series of meetings will be scheduled across the Commonwealth.

The Commission wants to hear from you. What are your struggles, recommendations and ideas?

The Massachusetts Office of Travel and Tourism has created a [feedback page](#) for operators to send their concerns directly to the commission. [Click here](#) to give your feedback.

The Commission is tasked with examining ways to increase promotion of and visitation to restaurants operating in the Commonwealth, including: challenges to maintaining and operating restaurants; issues related to the training, development and retention of the industry's workforce; barriers to establishing new restaurants; licensing and permitting issues increased marketing... (read full article on page 3)

LETTER FROM THE CHAIRMAN



Dear Members,

Fall is upon us. The leaves have turned color, we have survived Halloween, the Patriots are the best in the NFL, and in a week, we will celebrate a veritable Who's Who of the best employees that the Massachusetts food and beverage industry has among its ranks. What an evening it will be as we meet the 30 finalists out of hundreds of nominations for our statewide competition - "Stars of the Industry." Stars features employees nominated in 10 different categories vying to be named

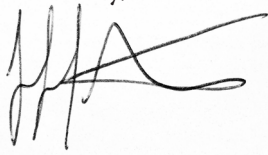
the best of the best from among the final three in each category that night.

What is truly most significant for me, is that these well deserving finalists collectively represent what makes up the strength of our industry and our restaurants. These are the dedicated and passionate front-facing team members who make or break the guest's experience at our businesses, every day, every shift, every table, and with every meal that is presented. They are the leaders in their respected restaurants, and you better believe that every other staff member they work with is with them in spirit, knowing that their peer has already won by simply being named as a finalist. And if they ultimately win that top spot, it also reflects upon them as restaurants that are a true team sport.

Our industry operates in so many shapes and sizes these days, and it stretches from Boston to Pittsfield; from Provincetown to Newburyport; and everywhere in between. And while we compete, there is also the realization that collectively, under the umbrella of the MRA, we all succeed together. All of that is evident every time we have an event, and I know on November 13th at Lombardo's in Randolph, there will be true camaraderie, pride, and great energy in the ballroom that evening. I wish every one of our finalists and their restaurant owners, the best of luck and I look forward to celebrating with all of you.

Finally, I wish you, your families and employees all an early and very Happy Thanksgiving. Here is hoping that the start, as well as the entire holiday season, is one full of joy, happy guests and great sales for all of us!

Sincerely,

A handwritten signature in black ink, appearing to be "JG", written over a light blue background.

Jeff Gates
MRA Chair
jgates@themassrest.org

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bluz@themassrest.org

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tzibell@themassrest.org

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RESTAURANT PROMOTION COMMITTEE WANTS TO HEAR FROM YOU *(full article from page 1)*



THE RESTAURANT PROMOTION COMMISSION

Bottom row left to right: Kathi Turner (Turner's Seafood), Representative Paul McMurtry (Dedham), Keiko Matsudo Orrall (Executive Director, MOTT), Senator Edward Kennedy (Lowell). **Top row left to right:** Ted Twinney (Start Line Brewery), Chris Jamison (COJE Restaurant Co.), Pat Lee (Horseshoe Grille), Bob Luz (MRA), Tiffani Faison (Sweet Cheeks, Tiger Mama, et al), Rebecca Roth Gullo (Gallows Hospitality Group). Missing: Senator Julian Cyr (Cape Cod).

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The Commission is tasked with examining ways to increase promotion of and visitation to restaurants operating in the Commonwealth, including: challenges to maintaining and operating restaurants; issues related to the training, development and retention of the industry's workforce; barriers to establishing new restaurants; licensing and permitting issues increased marketing to attract visitors to the commonwealth's restaurants; and strategies for cross-promotional partnerships, with the hospitality, agriculture and seafood industries.

Massachusetts has some of the best restaurants in the world. We are home to James Beard award winners and nominees, culinary innovation and must-have dishes. Our restaurants are there for us in times of celebration and times of sorrow. The successful implementation of this commission will provide a much needed economic boost to an industry that hires our neighbors, our children, and sometimes those down on their luck and needing a break. Restaurants provide first work-life skills training for teenagers, flexible job opportunities to earn extra money around an individual's personal schedule and a career ladder unmatched by any other industry.

NEW MINIMUM WAGE RATES EFFECTIVE JANUARY 2020

NOTICE TO EMPLOYEES
MINIMUM WAGE LAWS
Effective January 1, 2020

WAGES: The Massachusetts & Federal Minimum Wage Laws require all restaurants to pay wages of no less than those indicated in the following schedules:

A. If an employee works 40 hours or LESS per week:	
Minimum wage for first 40 hours <div style="background-color: #003366; color: white; padding: 5px; font-weight: bold; font-size: 1.2em;">\$12.75</div>	Tipped employees must be paid a cash wage of not less than <div style="background-color: #003366; color: white; padding: 5px; font-weight: bold; font-size: 1.2em;">\$4.95</div>
B. Wage rate for hours greater than 40:*	
<div style="background-color: #003366; color: white; padding: 5px; font-weight: bold; font-size: 1.2em;">\$19.13</div>	<div style="background-color: #003366; color: white; padding: 5px; font-weight: bold; font-size: 1.2em;">\$11.33</div>

*OVERTIME: Federal law requires payment of one and one half (1½) the regular wage rate for any hours worked in excess of 40 hours in any work week.

A reminder that starting January 1, 2020, the Massachusetts minimum wage will increase. The new rates are shown on left.

Click [here](#) for a full size poster that can be printed out.

MANAGING YOUR BAR WITH THE EMERGENCE OF HIGH ALCOHOL CONTENT CRAFT BEER



Keeping abreast of the changing environment and how it affects our daily business is a constantly changing landscape. Especially at bars with an incredibly growing number of craft breweries and distilleries. Until recently, beer options were limited to domestic and imports with alcohols levels in the low single digits and now craft beer can range between 5% to 12% alcohol and beyond. This creates a whole new dynamic in the serving of and managing the consumption of beer.

The following is a great article from Dick Welch, President and CEO of Hospitality Insurance Group that tees up the issue and offers sound advice. Click here for a short [video](#).

By: Richard E. Welch, Jr.
President & CEO, Hospitality Insurance Group

It wasn't long ago when traditional, mass-produced beers were the only options patrons had when it came to ordering beer. Nowadays, craft brews can be found in nearly every restaurant and bar across Massachusetts. People have increasingly turned to craft beer for a variety of reasons, but these types of drinks could have damaging implications for business owners. In this blog, Hospitality Insurance Group addresses the higher alcohol content typically found in craft brews and shares strategies to help prevent overserving alcohol.

Craft brews can be appealing to guests for their taste, ingredients, variety of flavors, and alcohol content. While mass produced beer can contain between 4 and 5.5 percent of alcohol content, craft brews can be as high as 12 percent. Therefore, guests may end up drinking more alcohol than they had originally planned.

"The safety of someone's customers should always be the top priority for any bar or restaurant," said Richard E. Welch, President & CEO of Hospitality Insurance Group. He says there are several strategies that can help businesses keep their guests safe.

Since craft brews can contain as much as 2-3 times more alcohol than mass-produced beers, business owners should remain conscious of not overserving alcohol. One-way businesses can prevent overserving alcohol is by varying the size of glasses when serving craft brews, so it is equivalent to traditional beers in terms of alcohol content.

Another strategy to prevent the overserving of alcohol, Welch says, involves having the right policies in place. Many businesses do not have procedures outlined when having to deal with an intoxicated guest. Restaurant and bar owners can mitigate potential losses if they understand how they will handle a scenario where someone who has had too much to drink.

Alcohol awareness training could be another solution to help prevent an incident of overserving alcohol, Welch added. Bartenders could learn useful information from these programs that can help keep guests safe. As an added measure, businesses could encourage bartenders to take a refresher course on a regular basis.

Restaurant and bar owners must remain vigilant to prevent overserving alcohol. As a specialist in liquor liability coverage, Hospitality Insurance Group understands the risks of overserving alcohol, and what that could mean to your business. Make sure your coverage is coming from Hospitality Insurance Group to make sure you have the right amount of coverage.



Chef Martin Amaya



WE ARE THE MRA MEMBER PROFILE

RESTAURANT: Alina's Ristorante

OWNER: Maritza Branche

CHEF: Martin Amaya

CITY: Hadley

MEMBER SINCE: 2013

WEBSITE: www.myalinas.com

RESTAURANT SPECIALTY: Sicilian/Mediterranean cuisine.

WHY IS THE MRA IMPORTANT TO YOU AND YOUR RESTAURANT?

Providing us the opportunity to participate and collaborate in the greater restaurant community. Keeping us updated on laws and regulations to protect our staff and business. Offering us opportunities to meet with local restaurant owners at MRA meetings.

Fun Facts about Alina's Ristorante

1. Named after our daughter, Alina.
2. Family owned.
3. Authentic Sicilian/Mediterranean cuisine from family recipes.
4. 80% of dishes can be prepared gluten-free without compromising the tastiness!
5. Community involved (donated to Dakin Animal Shelter, Wounded Warrior Project and Habitat for Humanity). We also support local businesses and farmers.
6. Live piano music on Tuesdays and weekends.
7. Voted Best in Valley over 50 times since 2012 including Best Restaurant, Best Italian Food, Best Wine List, Most Romantic Dining, and Best Service/Waitstaff.
8. Renovated dining rooms with an additional renovation at the end of the year.
9. We host private events including buffets and "build your own menus."
10. Over 70 wines to choose from our list!

ED SUMMIT RECAP

Industry Strategies 2019 MRA EDUCATIONAL FOUNDATION SUMMIT



for Today & Tomorrow

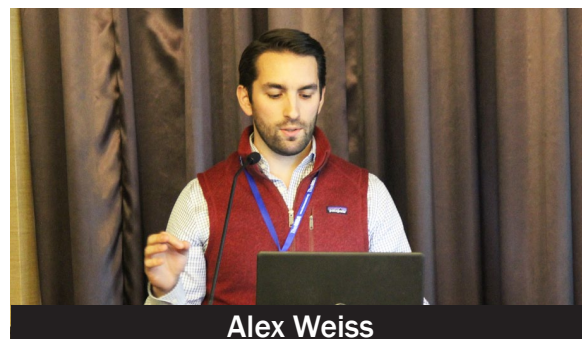
On October 28th the MRAEF hosted their annual Educational Summit at The Verve Hotel in Natick. It was a full day of educational sessions on hot topics in the industry. Keynote speakers were Larry Gulko from Harvard Business School, who delivered a dynamic session on creating a strong brand, and Rhonda Kallman from Boston Harbor Distillery who shared her story of becoming one of the top women in the world of spirits.

Other sessions included *Around the Restaurant Industry in 60 minutes* presented by Karen Coleman of ARF Financial, Steve Clark of the Massachusetts Restaurant Association, Alex Weiss of US Wealth Management, Mark Kashgegan of Antares Group and Al DeNapoli of Tarlow Breed Hart & Rodgers, P.C. During the session, each presenter shared their expertise on issues currently plaguing the hospitality industry today from loans to retirement.

What will your restaurant tech look like in 2025? We got our answer during our tech panel from experts Lauren Abda of Branchfood, Nick Belsito of OpenCity, Derek Canton of paerpay and Timothy Riedel of ezCater. With a few old fashions to end our day, we thank those who joined us, presented, and sponsored the Ed Summit: Industry Strategies for Today & Tomorrow. We hope you are able to join us in 2020!



Karen Coleman



Alex Weiss



Mark Kashgegan



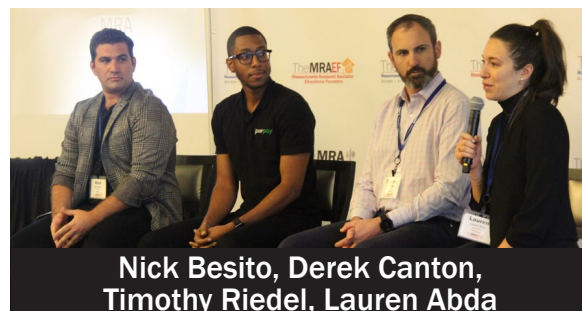
Al DeNapoli



Rhonda Kallman



Larry Gulko



Nick Besito, Derek Canton, Timothy Riedel, Lauren Abda



SERVSAFE MANAGER TRAINING: NEWLY EXPANDED REGIONAL OFFERINGS ACROSS THE STATE!

► 05 - **New Bedford**, Fairfield Inn by Marriott
Class Times: 8am to 2pm

► 06 - **Framingham**, Residence Inn by Marriott
Class Times: 8am to 2pm

► 07 - **Andover**, Courtyard by Marriott
Class Times: 8am to 2pm

► 09 - **Worcester**, Holiday Inn Express
Class Times: 8am to 2pm

► 11 - **Raynham**, Hampton Inn
Class Times: 8am to 2pm

► 11 - **Danvers**, McNeilly EMS Educators
Class Times: 8am to 2pm

► 12 - **Hyannis**, Holiday Inn
Class Times: 8am to 2pm

► 12 - **Lynn**, North Shore Latino Business Association
Class Times: 10am to 4pm
Spanish

► 12 - **Woburn**, Courtyard by Marriott - Mishawum Road
Class Times: 8am to 2pm

► 18 - **Plymouth**, Hampton Inn & Suites
Class Times: 8am to 2pm

► 18 - **Worcester**, Holiday Inn Express
Class Times: 8am to 2pm

► 21 - **Springfield**, Hilton Garden Inn
Class Times: 8am to 2pm

December, 2019

► 02 - **Boston**, Hampton Inn & Suites
Class Times: 8am to 2pm

► 03 - **Framingham**, Residence Inn by Marriott
Class Times: 8am to 2pm

► 03 - **Seekonk**, Ramada Conference Center
Class Times: 8am to 2pm

► 04 - **Andover**, Courtyard by Marriott
Class Times: 8am to 2pm

► 09 - **Hyannis**, Holiday Inn
Class Times: 8am to 2pm

► 09 - **Danvers**, McNeilly EMS Educators
Class Times: 8am to 2pm

► 10 - **Lynn**, North Shore Latino Business Association
Class Times: 10am to 4pm
Spanish

► 10 - **New Bedford**, Fairfield Inn by Marriott
Class Times: 8am to 2pm

► 11 - **Plymouth**, Hampton Inn & Suites
Class Times: 8am to 2pm

► 14 - **Worcester**, Holiday Inn Express
Class Times: 8am to 2pm

► 16 - **Raynham**, Hampton Inn
Class Times: 8am to 2pm

► 19 - **Greenfield**, Hampton Inn & Suites
Class Times: 8am to 2pm

► 30 - **Worcester**, Holiday Inn Express
Class Times: 8am to 2pm

► 30 - **Springfield**, Hilton Garden Inn

[Click here to view all ServSafe Classes offered on our event calendar!](#)



Click [here](#) for **SERVSAFE ALCOHOL** Classes.

If you would like to schedule a SERVSAFE ALCOHOL CLASS at your location, please call Tracy Zibell directly at (508) 573-4180 or email her at tzibell@themassrest.org

CHOKE SAVING COURSE AVAILABLE AT THE MRA

UPCOMING CLASS

Thursday, December 12, 2019
10-11am

CLASS LOCATION:

Massachusetts Restaurant Association
160 East Main Street, Suite 2
Westborough, MA 01581

Click [HERE](#) to register.

WELCOME NEW MRA MEMBERS!

FOOD & BEVERAGE OPERATORS

Fix Burger Bar
139 Lakeside Avenue
Marlborough, MA 01752
Lisa Borge

Levy Restaurants
415 Summer Street
Boston, MA 02210
(857) 270-1764
William O'Brien

Patina Group
82 Causeway Street
Boston, MA 02114
(781) 534-2943
Michael Minichello

The Wine Lab
18 High Street
North Andover, MA 01845
(978) 836-8761
Ryan O'Connor Crowe

Twyrl Pasta Bistro
315 Broadway
Arlington, MA 02474
(617) 699-4006
Chris Furlong

Halligans Bar
889 Southbridge Street
Auburn, MA 01501
(508) 832-6793

BUSINESS PARTNERS

Complete Energy Services
407 South St East, Unit A2
Raynham, MA 02767
(833) 237-2677 X11
Michael Duffy
Consultants (Energy)

J. W. Lopes
128 Carter Street
Chelsea, MA 02150 1519
(617) 901-1396
Staniford L. Shane
Produce (Wholesale)

Ordermark
12045 E Waterfront Drive
Los Angeles, CA 90094
(714) 390-0859
Macy Walp
*Computer Equipment/
Systems/Software*

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GUIDING CLIENTS
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FINANCIAL FUTURE



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