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

2019 MRA
Stars of the Industry
AWARDS GALA

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 Café, Danvers
HERALDO LAGUERRE:
Boston College Dining Services, Chestnut Hill

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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 DESAUTELES:
Kittredge Foodservice Equipment Company, Agawam

HOST/HOSTESS:
TUTU DAO:
Mastro’s Ocean Club, Boston
GEORGIA FADDOUL:
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

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PEOPLE’S CHOICE:
KAITLYN FISCHER:
Loco Taqueria & Oyster Bar, South Boston
PEGGY DICKINSON:
Viscariello Hospitality Group, Plymouth
HEATHER HICKS:
Legal C Bar, Lynnfield

THE RESTAURANT PROMOTION COMMISSION WANTS TO HEAR FROM YOU

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)
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,

Jeff Gates
MRA Chair
jgates@themassrest.org
RESTAURANT PROMOTION COMMITTEE WANTS TO HEAR FROM YOU (full article from page 1)

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 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

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.
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.
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!
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 Kashgegian 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!
## 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.

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

### December, 2019

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Class Times</th>
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<tr>
<td>05</td>
<td>New Bedford, Fairfield Inn by Marriott</td>
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<td>07</td>
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<td>21</td>
<td>Springfield, Hilton Garden Inn</td>
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If you would like to schedule a SERVSAFE MANAGER CLASS at your location, please call Tracy Zibell directly at (508) 573-4180 or email her at tzibell@themassrest.org

Click here to view all ServSafe Classes offered on our event calendar!

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## SERVSAFE ALCOHOL Classes

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

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**CHOKE SAVING COURSE AVAILABLE AT THE MRA**

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**Thursday, December 12, 2019**  
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**CLASS LOCATION:**  
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Click [HERE](#) to register.
**WELCOME NEW MRA MEMBERS!**

**FOOD & BEVERAGE OPERATORS**

<table>
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<th>Business Name</th>
<th>Address</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Fix Burger Bar</td>
<td>139 Lakeside Avenue, Marlborough, MA 01752</td>
<td>Lisa Borge</td>
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<tr>
<td>The Wine Lab</td>
<td>18 High Street, North Andover, MA 01845</td>
<td>(978) 836-8761</td>
<td>Ryan O'Connor Crowe</td>
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<tr>
<td>Levy Restaurants</td>
<td>415 Summer Street, Boston, MA 02210</td>
<td>(857) 270-1764</td>
<td>William O’Brien</td>
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<tr>
<td>Twyrl Pasta Bistro</td>
<td>315 Broadway, Arlington, MA 02474</td>
<td>(617) 699-4006</td>
<td>Chris Furlong</td>
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<tr>
<td>Patina Group</td>
<td>82 Causeway Street, Boston, MA 02114</td>
<td>(781) 534-2943</td>
<td>Michael Minichello</td>
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<tr>
<td>Halligans Bar</td>
<td>889 Southbridge Street, Auburn, MA 01501</td>
<td>(508) 832-6793</td>
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**BUSINESS PARTNERS**

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<th>Business Name</th>
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<tr>
<td>Complete Energy Services</td>
<td>407 South St East, Unit A2, Raynham, MA 02767</td>
<td>(833) 237-2677 X11</td>
<td>Michael Duffy</td>
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<td>Ordermark</td>
<td>12045 E Waterfront Drive, Los Angeles, CA 90094</td>
<td>(714) 390-0859</td>
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**THANK YOU TO OUR 2019 ANNUAL SPONSORS**

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Massachusetts Restaurant Association
160 East Main Street, Suite 2, Westborough, MA 01581
Phone: (508) 303-9905  www.themassrest.org

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