Our annual meeting in the Governor’s mansion was well attended and we installed a new slate of officers, several new directors and bid farewell to four long-serving directors who made great contributions to the success of our association.

We appreciate the many years of service and leadership provided by Dean Rasmussen, Jan Moore and Wayne Boles. Each of them served at least one term as president and could always be counted on for leadership and support whenever needed. Michael McCarville was an allied member director and his participation on the Taste of Nebraska Committee and his excellent service as master of ceremonies contributed a great deal to the success of that event.

John Wade, Doug Daize and Larissa Codr were installed as new directors and Jay Jarvis was installed as a director and as secretary/treasurer. We look forward to working with each of you to represent, educate and promote the restaurant industry in Nebraska. The high point of our annual meeting was Governor Ricketts preview of the “State of the State” speech that he presented the next day to the Nebraska Legislators. His comments on government regulation and tax policy were well received by our members.

Federal Issues

Affordable Care Act

The National Restaurant Association has worked with federal agencies to provide some flexibility for employers in ACA regulations and has had some success in temporarily delaying some mandates, but only Congress can make changes to the law. The Association has urged Congress to make changes in four key areas:

- Bring the ACA’s definition of full-time in line with typical workplace standards.
- Simplify and streamline the employer reporting requirements.
- Raise the threshold that determines which businesses are treated as “large” under the ACA.
- Eliminate the ACA’s auto-enroll mandate that requires some companies to automatically enroll full-time employees in a company health plan.

We were optimistic that there would be bipartisan support for these changes after the election. Unfortunately the lack of cooperation and dysfunctional political environment is still preventing enactment of any positive legislation on health care, immigration reform and other issues of interest to our members. Until our political leaders and courts work through this I don’t
NRA ENDORSED PROVIDERS

New Century Agency  
*Business Insurance*  
Contact: George & Arlene Thietje  
888.424.3800  
New Century Agency was founded in 1993 by George & Arlene Thietje. New Century specializes in restaurant insurance and currently writes over 500 restaurants throughout the Midwest.

Fishbowl  
*E-Marketing Solutions*  
Contact: Joe Gabriel  
703.836.3421 x 230  
Fishbowl has proven that targeted email marketing will generate more sales and increase guest frequency. Through a partnership with the Nebraska Restaurant Association and the National Restaurant Association, Fishbowl provides savings to current members.

Jackson Lewis LLP  
*Legal Services*  
Contact: Chad Richter  
402.391.1991  
Specializing in employment and labor laws, Jackson Lewis offers members a significant discount for legal services.

Heartland Payment Systems  
*Credit Card / Payroll Processing*  
Contact: Michael McCarville  
402.551.9832  
Heartland Payment Systems offers a full line of payment acceptance and payroll processing options designed specifically for association members. Local representation. Flexible, one-stop solution.

Nebraska.Statepaper.com  
*Online Dining Guide*  
402.403.1176  
Nebraska.Statepaper.com is the premiere online dining guide of the Nebraska Restaurant Association. In addition to a free listing, members of the Nebraska Restaurant Association may receive additional discounts with enhanced listings and websites.

Broadcast Music Incorporated (BMI)  
*Music Licensing*  
Contact: Cleve Murphy  
615.401.2877  
Nebraska Restaurant Association members can save up to 20% thru BMI. BMI collects license fees on behalf of songwriters, composers and music publishers and distributes them as royalties to those members whose works have been performed.

Officers  
LINDA DENNIS, President  
Runza Restaurants, Lincoln  
lindennis@runzanational.com  
NICOLE JESSE, 1st Vice President  
LaCasa Pizzaria, Omaha  
nmjesse@cox.net  
ED SABATKA, 2nd Vice President  
Uncle Ed’s Steakhouse, Grand Island  
ed@uncleedssteakhouse.com  
JAY JARVIS, Secretary-Treasurer  
Lazie, Inc., Lincoln  
jjarvis@telesis-inc.com

Staff  
JIM PARTINGTON  
Executive Director  
jpartington@nebraska-dining.org  
BRANDY NIELSON  
Membership and Marketing Director  
bnielson@nebraska-dining.org  
RICH OTTO  
Advocacy & Membership Coordinator  
richotto@nebraska-dining.org  
RITA REIMAN  
Accountant  
countryviewbookkeeping@gmail.com  
JIM OTTO  
Government Relations  
nebretailfed@hotmail.com  

Hospitality Education Foundation (HEF)  
1610 South 70th Street, Suite 101  
Lincoln, NE 68506  
402.488.3999 Fax 402.488.4014  
National Restaurant Association  
Educational Foundation  
312.715.1010  
Toll Free 800.770.8006  
dineout@nebraska-dining.org  
www.nebraska-dining.org  

The Nebraska Hospitality News is published by the  
Nebraska Restaurant Association  
1610 South 70th Street, Suite 101  
Lincoln, NE 68506  
Phone 402.488.3999 Fax 402.488.4014  
Toll free 800.770.8006  
dineout@nebraska-dining.org  
www.nebraska-dining.org

Reasonable care is taken to ensure that Nebraska Hospitality News articles and other information on the web site are up-to-date and accurate as possible, as of the time of publication, but no responsibility can be taken by Nebraska Hospitality News Magazine for any errors or omissions contained herein. Furthermore, responsibility for any losses, damages or distress resulting from adherence to any information made available through this website is not the responsibility of NRA. The opinions expressed are those of the authors and do not necessarily reflect the views of NRA.
Wow, we have been busy – and I have some exciting things to tell you about this quarter.

**Saddle up for Taste of Nebraska!**
We hope you all plan to attend and support the NRA at Taste of Nebraska on Monday, April 20th at the Embassy Suites, LaVista. We will have a cocktail reception starting at 5:30PM and then our dinner and program will begin at 7pm. We have a very energetic and motivational speaker planned and I can’t wait for you all to meet him! We would love to see you all wear your cowboy boots and saddle up for a good time! This year’s theme will show you a real “Taste of Nebraska.”

**BACON, BACON, BACON! Everything is better with bacon, right?**
We are excited to announce a BRAND NEW event and fundraiser for the Hospitality Education Foundation – BACONFEST! Mark your calendars for Sunday, May 17 from 4-7PM at The Cornhusker Marriott in Lincoln for BaconFest! Nebraska Pork Producers will supply bacon to each vendor to create a bacon masterpiece to share with BaconFest attendees. To reserve your spot for this event contact Brandy at 402-488-3999 ext. 2. Radio promotion for this event will be provided by KX 96.9. Booth space is limited to the first 20 vendors that contact us!

**Did you know?**
Your membership with the Nebraska Restaurant Association entitles you to one FREE ticket to the largest restaurant show in the world! The National Restaurant Association show is May 16-19 at the McCormick Place in Chicago. You’ll find everything that’s important to your specialty—plus a floor full of other creative foodservice solutions that will surprise you and be just what you’ve needed.
To get your free ticket go to [http://show.restaurant.org/](http://show.restaurant.org/) and click on “Register for the Show”

**Stay Tuned for Added Membership Benefits**
We are in the process of finalizing some additional membership benefits to help your bottom line. We have been discussing some radio advertising packages with Digits Radio as well as a group discount with Office Depot for office supplies. As soon as we have more information we will be sure to let you know.

Until then – go to [http://www.nebraska-dining.org/endorsed-providers/](http://www.nebraska-dining.org/endorsed-providers/) to take advantage of the benefits you receive as a member of the NRA.
Nebraska Restaurant Neighbor Award winners announced

Nebraska Restaurant Association is proud to announce the state winners of the acclaimed National Restaurant Association Educational Foundation's (NRAEF) Restaurant Neighbor Award. The national winners — chosen in early February by a panel of restaurant and foodservice industry leaders from across the country — will be honored at a restaurant and foodservice industry gala awards ceremony in Washington, D.C. on April 14, 2015.

The Restaurant Neighbor Award, developed in partnership with American Express, celebrates the outstanding charitable service performed by restaurant operators throughout the U.S. Created 17 years ago, this award recognizes the impact restaurants and entrepreneurs have made on their local communities.

The 2015 Restaurant Neighbor Award Winners from Nebraska are:

• **Cappy’s Hotspot Bar and Grill**, Lincoln is involved in numerous charitable activities around the area including Nebraska Special Olympics. They host local fundraisers for people in need to support members in the community.

• **Dish**, Lincoln has participated in two large chef dinners for the March of Dimes for the last 10 years, and Junior League of Lincoln.

• **Runza National** has partnered with the Teammates Mentoring Program since 2009. Additionally, store managers are encouraged to work closely with nearby elementary schools and youth organizations.

• **Lazlo’s Brewery & Grill**, Omaha and Lincoln, raise significant funds each year for the Juvenile Diabetes Research Foundation, as well as several others.

Quick Facts:

- With nine in 10 restaurants involved in community service, the National Restaurant Association Educational Foundation works to raise awareness of the many philanthropic efforts taking place in the restaurant industry across America.

- One in three Americans got their first job in the restaurant industry, and many take that opportunity to build lifelong careers.

- Seven out of 10 restaurant employees said they would likely continue working in the industry until they retire.
“Each year, the Nebraska Restaurant Association in partnership with the National Restaurant Association Educational Foundation, recognizes people and businesses who exemplify the good work and great achievements that are possible in the restaurant industry,” said Jim Partington. “This year’s winners showcase the philanthropic and entrepreneurial spirit unique to Nebraska’s robust restaurant community – one that gives back to communities each and every day.”

One Restaurant Neighbor Award winner will be named the coveted Cornerstone Humanitarian for exemplary philanthropic commitment. The NRAEF awards program also includes the Faces of Diversity American Dream Award, sponsored by PepsiCo Foodservice, and the Thad and Alice Eure Ambassador of Hospitality Award.

“The NRAEF’s awards program honors the many ways restaurants support and enrich America’s communities,” said Rob Gifford, executive vice president strategic operations and philanthropy, National Restaurant Association and National Restaurant Association Educational Foundation. “From the unlimited opportunity for people of all backgrounds to find success, to the countless ways in which restaurants invest in their communities, the awards help elevate the stories of impact that define our industry.”

For a complete list of the 2014 state and national winners, please visit www.nraef.org/awards.

The Nebraska Restaurant Association acts as the principal advocate for Nebraska’s hospitality industry and promotes the qualities of strength, unity, and excellence in and of its membership. The association is dedicated to serving Nebraska’s restaurant and retail beverage industries by providing comprehensive industry education, proactive representation, aggressive industry promotion and the highest quality member benefits.
Executive directors report

Contact your State Senator and express your opposition.

expect these issues to be resolved.

Any action on ACA modification and immigration will be delayed until after U.S. Supreme Court decisions expected this summer.

Menu Labeling

The Food and Drug Administration (FDA) has released final regulations on menu labeling. The regulations require chain restaurants with 20 or more locations to list the calorie content for items on menus and menu boards, including those at drive-thru restaurants. Other nutritional information, such as fat, saturated fat, cholesterol, sodium, carbohydrates, fiber and protein, would have to be made available to customers, in writing, upon request. The FDA regulations establish a uniform standard for how chain restaurants make calorie and nutrition information available and supersede conflicting state and local menu-labeling rules. Deadline for implementation is December 1, 2015.

State Issues

The 2015 session of the Nebraska Unicameral is well underway with adjournment scheduled for June 5, 2015. This is the first session in the two year cycle. The body of 49 senators is significantly different as there are 18 new senators. This brings an influx of new faces and new ideas. It also creates a challenge as many are not aware of what has worked and has not worked in the past.

Here are some of the issues we are working on:

Minimum Tip Wage

There is a significant effort to raise the minimum tip wage. LB494 increases the minimum tip wage from $2.13 to $3.00 effective this year and provides for incremental increases of $.95 each succeeding year until it equals 50% of the effective minimum wage. We are working hard in opposition and have informed decision makers over and over that tipped employees are some of the highest compensated employees and that no one makes less than the prevailing minimum wage. However this has not convinced some of the committee members. We truly need your direct involvement in helping us defeat this. You can find contact information for your state senator on the Nebraska Restaurant Association web site: www.nebraska-dining.org, under “Legislative”.

Training Wage

LB599 would authorize a training wage for high school students equal to 75% of the minimum wage. We support this as a standalone bill but we are concerned that there will be an effort to tie the LB494 to it as a tactic to get the minimum tip wage increased.
Sales Tax Collection Fees

Nebraska restaurants collect and remit sales tax and receive practically nothing for this service. The cost to restaurants is significant - especially on credit card sales. To understand how blatantly unfair the situation is, consider this: for every dollar of sales tax collected on a credit card sale, the restaurant only receives approximately 98 cents because of the credit card swipe fee. However, the restaurant still remits one dollar to the state. When multiplied out over all credit card sales, this can amount to hundreds, if not thousands, of dollars. To address this, Senator Schumacher has introduced legislation which would significantly increase sales tax collection fees retained by collectors and remitters of sales tax. It could literally mean thousands of dollars more to your bottom line. Similar legislation was advanced by the revenue committee but we ran out of time to get it considered by the entire body. We are optimistic about the possibility for success on this issue in the 2015-16 session.

Mandatory Training for Servers and Sellers of Alcohol

We are not facing this issue this session but we continue to include it because it is an issue that we will eventually have to address as it is directly related to “Dram Shop”. States that have “Dram Shop” laws in place hold sellers/servers of alcohol liable for damage, injury, or death as a result of selling or serving an intoxicated person. Nebraska is one of the few remaining “non-Dram Shop” states. There have been several attempts in past legislative sessions to make Nebraska a “Dram Shop” state. We have consistently and successfully opposed these past attempts. Short of proposing a Dram Shop bill, there have been efforts to push mandatory training for all servers and sellers of alcohol. While this would require more effort on the part of servers and sellers, it is much preferred over Dram Shop. We need to take advantage of the time when we are not directly facing legislation to craft a workable training plan that we could support. Some of the provisions of such a plan that have been suggested in the past are:

- Training programs be approved by the Nebraska Liquor Control Commission.
- A “train the trainer” approach be adopted requiring managers be trained and providing resources for them to train their respective staffs.
- State approved training programs would preempt city training.
- The training programs would be accessible on line and affordable.
- Training should be valid for three years and transferable from employer to employer.
Money on the table

It is no secret that our world is constantly evolving and moving toward a more digital space. That certainly includes the restaurant industry as we see many large chains paving the way for online ordering, mobile payments, Apple Pay, digital gift cards, etc. This is a game changer for the future of your business, whether you are a single location mom and pop restaurant or at an enterprise level. There are tools being utilized today that can eliminate headaches, tighten efficiencies and take your restaurant into the future.

Papa John’s restaurants were the first to implement text ordering, digital rewards programs, and mobile gift cards. They now state that as of December 2014, 50% of their revenues are coming through a digital channel. In a recent survey it was found that 32% of smart phone owners said they would be willing to pay for their meal with their mobile phone, and that more than 50% of smart phone owners are also connected to some sort of social media. These numbers only have one place to go...up.

In addition to digital payments, there are many restaurants utilizing an online reservation system eliminating the need to staff phones to accept these calls. Take this a step further and allow guests to search for nearby restaurants, check availability, confirm a party size, and then check in upon arrival, all from an app on their phone. What if this app could also allow for integrated loyalty and rewards programs, rating the quality of food, leaving private feedback, and integrate with social media? What if you had access to all of this data to determine how much your guests are spending and on what products at which time of the day? What do these customers look like? When was their last visit?

It is time for you to have the ability to use all of these functions. Heartland Guest, launching in April, is an open platform product which means you don’t have to process payments with Heartland. As always, we believe in keeping the playing field fair and we are working hard to develop products that will make your restaurants successful regardless of who you select as your vendors. We strive to be a trusted partner in this industry and we have some fantastic things coming your way.

We take great pride in what we have to offer and derive great satisfaction in delivering solutions that bring more money to your table!
The Leader
ServSafe has been delivering better protection for businesses large and small for nearly 40 years.

Trusted
Based on the same ServSafe manager program that has awarded more than 5 million ServSafe certifications nationwide. No other program comes close.

Giving Back
ServSafe profits are reinvested in industry educational, outreach and advocacy programs.

Got a food safety question? Call ServSafe at 1-800-944-4357

48,000,000 Americans get sick every year due to foodborne illnesses *
Source: Center for Disease Control

Food Handler
ServSafe has been delivering better protection for businesses large and small for nearly 40 years.

Trusted
Based on the same ServSafe manager program that has awarded more than 5 million ServSafe certifications nationwide. No other program comes close.

Giving Back
ServSafe profits are reinvested in industry educational, outreach and advocacy programs.

The Leader
ServSafe has been delivering better protection for businesses large and small for nearly 40 years.

Trusted
Based on the same ServSafe manager program that has awarded more than 5 million ServSafe certifications nationwide. No other program comes close.

Giving Back
ServSafe profits are reinvested in industry educational, outreach and advocacy programs.

Food Handler
ServSafe has been delivering better protection for businesses large and small for nearly 40 years.

Trusted
Based on the same ServSafe manager program that has awarded more than 5 million ServSafe certifications nationwide. No other program comes close.

Giving Back
ServSafe profits are reinvested in industry educational, outreach and advocacy programs.

The Leader
ServSafe has been delivering better protection for businesses large and small for nearly 40 years.

Trusted
Based on the same ServSafe manager program that has awarded more than 5 million ServSafe certifications nationwide. No other program comes close.

Giving Back
ServSafe profits are reinvested in industry educational, outreach and advocacy programs.

Food Handler
ServSafe has been delivering better protection for businesses large and small for nearly 40 years.

Trusted
Based on the same ServSafe manager program that has awarded more than 5 million ServSafe certifications nationwide. No other program comes close.

Giving Back
ServSafe profits are reinvested in industry educational, outreach and advocacy programs.

The Leader
ServSafe has been delivering better protection for businesses large and small for nearly 40 years.

Trusted
Based on the same ServSafe manager program that has awarded more than 5 million ServSafe certifications nationwide. No other program comes close.

Giving Back
ServSafe profits are reinvested in industry educational, outreach and advocacy programs.
Monday, April 20th
Embassy Suites, LaVista

Speaker Andy Greenberg

For more than 12 years, Andy has been mentoring and training people, both formally and informally. He has become known as a “Life and Business Skills Builder.” He is passionate about people and relationships, and it shows. People are drawn to his natural enthusiasm and find his desire to live life to the fullest is nothing short of inspirational.

Reception 5:30-7:00PM

Dinner, Entertainment and Awards 7:00-9:00PM

Reserve your tickets by contacting Brandy at 402-488-3999 ext. 2 or bnielson@windstream.net
Best-in-Class Indoor Used Cooking Oil Systems

- Minimize Theft Exposure
- Improve Employee Safety
- Convert Oil Into Renewable Fuel
- Create Value-added Revenue Stream

With a nationwide service network and a family of indoor and outdoor grease management systems, DAR PRO Solutions can match the right equipment and service schedule to your restaurant’s specific recycling needs. For more information, call today.

www.darpro.com

Phone: 402-291-8800

Two Trusted Companies = One Great Brand

Proud Member of Nebraska Restaurant Association
rotellasbakery.com

You never compromise on ingredients.
So why compromise on your payment processor?

Heartland provides solutions to help you succeed. Experience the peace of mind that comes with industry-leading security, knowledgeable resources and effective solutions from a company that cares as much about the success of your business as you do.

Call 888.904.6773 or learn more at heartlandpaymentsystems.com

© 2015 Heartland Payment Systems, Inc.

Payment Processing
Gift & Loyalty
Payroll Solutions

Endorsed by
Nebraska Restaurant Association
National Restaurant Association

A Family Tradition Since 1921

© 2015 Heartland Payment Systems, Inc.
A very successful 2015 Nebraska ProStart Competition was hosted by Southeast Community College Food Service/Hospitality Faculty on February 28. Jo Taylor, Program Chair, and six faculty members scheduled teams, recruited judges and provided feedback to the ProStart students. Eleven teams selected from three regional competitions prepared a three course meal and presented their ProStartville, USA restaurant concept to chef judges from local restaurants and country clubs. ProStart alums, Chef John, The Venue, and Chef Mario, Hy-Vee Market Cafe returned as judges for this year’s competition.

Congratulations to Papillion LaVista South Culinary Arts and Management “The Bus Drivers” Team, the 2015 Nebraska ProStart team that will compete April 18 thru 20 at the National ProStart Invitational in Anaheim, California. The winning team was also recognized as having The Best of Pork entrée by the Nebraska Pork Producers.

Since February 7th, 32 ProStart Teams participated in three regional competitions hosted by Southeast Community College Food Service/Hospitality, Lincoln; Scottsbluff High School and Metropolitan Community College Institute for the Culinary Arts, Omaha.

Special thanks to the regional sites and their faculty and staff for hosting and supporting the Nebraska ProStart students.

The Nebraska Restaurant Association Hospitality Education Foundation looks forward to seeing all of you at the 2016 Nebraska Regional and State competitions.

**ProStart Winners**

**TEACHER OF THE YEAR**
Louise Dornbusch
Papillion LaVista South

**TEAM MERIT AWARDS**

- **Team Food Safety**
  Papillion LaVista South, Tre Chef E Mezzi

- **Team Professionalism**
  Hemingford, Team Diner Chicks

- **Team Knife Skills**
  Papillion LaVista South, Vidorra

**SPECIALTY AWARDS**

- **Best of Beef**
  Sponsored by Nebraska Beef Council
  Roncalli, Crimson Sage

- **Best of Pork**
  Sponsored by Nebraska Pork Producers
  Papillion LaVista South, The Bus Drivers

**MANAGEMENT**

- **4th Place**
  Plattsmouth, Devil Chefs

- **3rd Place**
  Papillion South, The Bus Drivers

- **2nd Place**
  Scottsbluff, HuHu Honu

**CULINARY**

- **4th Place**
  Milford, The Neopolitans

- **3rd Place**
  Papillion LaVista South, The Bus Drivers

- **2nd Place**
  Roncalli, Crimson Sage

**Management Champion**
Papillion LaVista South, Vidorra

**Culinary Champion**
Plattsmouth, Devil Chefs

**NEBRASKA CULINARY & MANAGEMENT CHAMPION**
Papillion LaVista South, The Bus Drivers
Represents Nebraska in Anaheim, California
Nebraska ProStart Teacher of the Year
Louise Dornbusch, Papillion LaVista South

Each year the National Restaurant Association Education Foundation (NRAEF) ProStart Educator of Excellence Awards recognize, reward and promote excellence in teaching and in connecting students with the restaurant and foodservice industry through the ProStart program.

Awardees receive a trip to the 2015 Education Excellence Awards (EEA) in Chicago, where they are honored at the EEA Awards Dinner. They will also participate in special educator programming, including a Food Planet Walking Tour of Chicago’s Gold Coast. Two awardees will be selected for the James H. Maynard Award and will receive $5,000 each.

This year the Nebraska Restaurant Association has selected Ms. Louise Dornbusch, Papillion LaVista South High School. Louise Dornbusch is a champion for the ProStart Students of Papillion LaVista South. Since returning to Nebraska, Louise has established a strong ProStart program. As a military wife, she enjoyed many food experiences. This background has provided the depth to be an exceptional teacher and to successfully market ProStart to district administrators, parents, her community and the state.

Her dedication and professionalism are demonstrated through her accomplishments. Each year, she supports three or four ProStart competition teams in Culinary Arts and Management. In 2015, three of her teams advanced from the Metro Area Regional to State Competition, where two of her teams placed in the top five in both Culinary Arts and Management. The 2015 team that will be representing Nebraska at the National ProStart Invitational is from Papillion LaVista South.

Congratulations to Ms. Louise Dornbusch, the 2015 Nebraska ProStart Teacher of the Year!
Brandon McCarthy admits he’s terrible at sewing, but he has a collection of quilts and other sewn items. He made them in the sewing class he had to take because he wanted to be in Cheryl Meyer’s ProStart program at Milford high school. If a Milford student didn’t have enough credits in family consumer sciences course, they didn’t get into ProStart.

So, when Brandon found out he was good at cooking at the age of 10 or 12, he started early to take the classes he needed...even if he wasn’t good at them. Brandon figured, “If I had to make this quilt, I’m going to make sure I get into ProStart!”

Brandon entered the ProStart program in his junior year at Milford High School. He says “My team was really good and peaked right away so by competition we didn’t do that well”. Brandon was the only one from his team that came back for the 2nd year of ProStart. Motivated by the poor showing at his first competition, Brandon worked hard his senior year and it paid off. His team won five trophies – he took first in individual knife skills - and the other Milford team won 3.

When Brandon graduated in 2008, he offered a single recommendation for the program – to make it a 3 year program which gives students the opportunity to learn the first year, improve the 2nd year, and “really get it” the third year. Milford has taken up that recommendation and now offers a 3 year program. Under the leadership of Chery Meyer, Milford’s ProStart program has excelled since the program came to Nebraska over eleven years ago. Milford teams have won overalls six out of the 11 years.

Brandon remained involved as a mentor with Milford’s ProStart program for four years after graduation, and continued to expand his understanding of the Hospitality industry – including his people skills.

“I learned coaching is really hard,” Brandon explains, “and I learned that not everybody learns the same way. Before you can teach you have to learn how they learn and what motivates them to learn.” Brandon also expressed a conviction that work experience was critical for success. He was 15 when he was hired to work in the kitchen of a local retirement home and when he moved to Omaha in 2010 to attend Metro Community College, he found a job at a local hotel.

“You have to put in time. You get more out of school if you do it slower and work while you’re going to school. Work and apply what you’re learning on the job. Kids enroll in Culinary Arts Programs without ever working in the field and expect to become an Executive Chef at an excellent restaurant in Chicago or somewhere else on the first day out of school. Then they find out what they’re getting into and leave the industry because they didn’t know it is hard work.”

The hotel job wasn’t a good fit for Brandon, so he applied for a position at the Oak Hills Country Club. At one time, he was working four part-time jobs in the field. Then, in 2012 he was offered the position of Executive Chef at Oak Hills. His on-the-job experience has expanded Brandon’s knowledge. He has become more interested in other facets of the business such as the beverage industry, accounting and has discovered he likes managing – the coaching and teaching – as well as the planning and preparation. “I like it. I like the whole aspect of it – even the unpleasant things like working 100 hours the week of Mother’s Day. Or the tough hours during the holidays. I usually work 12 – 14 hours every day during the month of December. I look forward to it. It’s fun to see how much work you can do!”

Brandon expects his future will be in the “country club world”.

Contributor: Pat Carlson
A close encounter of the interruption kind

Ever have one of those moments when you feel the bullet whiz by your head? I had one of those moments this past month. Due to a change in its business model over the past 18 months, one of our insureds called to ask how their Business Interruption insurance would have responded had their supplier not been able to supply one of their crucial products. I felt comfortable that I had everything covered pretty well for this insured with regard to Business Interruption until we stopped and really looked at how vulnerable this change in their business model had left them. I thought it might be of value to all of us in the Nebraska Restaurant Association to stop and look at the subject of Business Interruption in order to avoid an encounter with the whizzing bullet.

The US Department of Labor estimates that 40 percent of businesses never reopen following a disaster. That’s a staggering percentage. So what constitutes a disaster in the typical restaurant? Weather-related events such as a flood or an ice storm with subsequent, long term power outage; property-related losses such as a fire or tornado; employee-related events such as a strike or an employee bringing a contagious disease into the restaurant; a supplier-related event that impacts its ability to supply you with product; a customer-related event such as malicious rumors about your product; a government-related event such as an ordered shutdown... the list goes on and on.

Business Interruption insurance safeguards your business by covering operating expenses and lost income while your business is down. The devil is in the details, however. You need to look at the following:

1. Most policies have a waiting period before this coverage begins.
2. What are the triggers that allow the Business Interruption coverage to begin?
3. Are the limits on your policy adequate to restore your business if you experience a shutdown?
4. Is there a time limit on how long you can take to reopen?
5. Has your business model changed without you being fully aware of its impact or making your insurance agent aware of its implications?
6. Have you, your managers and staff reviewed how best to minimize business interruptions and have you created disaster preparedness plans to respond in the unfortunate event one happens? Have your suppliers done the same?

I want to encourage you to spend an hour or two reviewing your policy and understanding how it can be expected to respond in the event of a business interruption. A forty percent failure rate is much too high. If I can be of help, please give me a call.
In a controversial but not unexpected decision, reversing precedent, a majority of the National Labor Relations Board held that, absent special circumstances that justify specific restrictions, employers must permit employees who have been provided access to their employer’s email system to use email for statutorily protected communications on their nonworking time. Purple Communications, Inc., 361 NLRB No. 126 (December 11, 2014). The decision applies retroactively.

**Facts**

The Respondent, Purple Communications, provides sign-language interpretation services. Its employees provide two-way, real time interpretation of telephone communications between deaf or hard-of-hearing individuals and hearing individuals. The interpreters work at 16 call centers and all are assigned and use on a daily basis individual email accounts on Respondent’s system. Employees can access their email accounts at their workstations, in break areas, and on their personal computers and smart phones.

In the fall of 2012, the Union (Communication Workers of America) filed a petition to represent the interpreters, which resulted in Board elections at seven of Respondent’s call centers. The Union filed objections to some of the results and challenged Respondent’s electronic communications policy, which strictly prohibited employees from using the computer, internet, voicemail and email systems, and other Company equipment to engage “in activities on behalf of organizations or persons with no professional or business affiliation with the Company,” and to send “uninvited email of a personal nature.” According to the Union, the policy interfered with the interpreters’ freedom of choice in two of the elections. The Union also filed an unfair labor practice regarding the policy, which led to the issuance of a complaint and the case at issue.
The NLRB administrative law judge, finding that Respondent’s electronic communications policy was lawful under the Board’s decision in Register Guard, 351 NLRB 1110 (2007), dismissed the complaint, and overruled the Union’s related election objections. The Board’s Register Guard decision provides that employers may completely prohibit employees from using the employer’s email system for Section 7 purposes, even if employees are otherwise given access to the system, without any obligation to demonstrate any business justification as long as the employer’s ban is not applied in a discriminatory manner. After both parties filed exceptions to the ALJ’s decision, the Board issued a notice and invitation to the parties and interested amici curiae to file a brief on several questions including whether the Board should reconsider its conclusion in Register Guard and what standard should apply if the Board overruled Register Guard.

Register Guard Overruled
In Purple Communications, the Board overruled Register Guard and set forth a new rule – a presumption that employees who have been provided access to the employer’s email system are entitled to use the system to engage in statutorily protected discussions about their terms and conditions of employment during nonworking time, absent a showing by the employer of special circumstances that justify specific restrictions. To demonstrate special circumstances, an employer must articulate the specific business interest at issue and show how the interest supports a restriction on email usage during nonworking time. The Board highlighted this is a difficult standard to achieve for an employer.

Employer Action Moving Forward
In response to this decision, all employers must review their electronic communication, bring your own device (BYOD) and social media policies and practices relating to employee usage, notably where there is a complete ban on personal use. Policies promulgated pursuant to Register Guard which prohibited all personal e-mail usage or personal email usage for Section 7 purposes or email usage during non-working time must be modified. Note that an unlawful policy, even if not enforced, can result in the overturning of an election. Further, while employers still should reserve the right to monitor email usage, before exercising such right, employers must consider potential NLRB charges based on surveillance if there is known union activity and must be wary of disciplinary actions commencing shortly after learning of union activity through monitoring. Of course, this policy review cannot be accomplished in a vacuum and also should include non-NLRA related considerations such as the impact of allowing email on non-working time on potential wage and hour claims and privacy issues, including the monitoring the activity itself and use of these communications for disciplinary or litigation purposes.
Chef John Benton, Executive Chef at Venue Restaurant and Lounge in Lincoln, is well-versed serving gluten-free patrons. “We feel it is just as important as catering to guests without dietary restrictions. Gluten-free diners love to eat good food, too! As a restaurant, it is important to us to accommodate that need.” But is there really a demand?

Research says yes. According to NPD Group, an estimated 30% of Americans are eliminating or decreasing the amount of gluten in their diets. In 2012, over 200 million gluten-free options were requested in restaurants across the country.

Why? There are many reasons. Celiac disease, which affects an estimated three million Americans, is the most serious. Up to 18 million Americans may have a condition called non-celiac gluten sensitivity (gluten sensitivity), which has similar symptoms to celiac disease but is thought to be less severe. The only current treatment for both conditions is a 100% gluten-free diet.

When people with celiac disease eat foods containing gluten, a protein found in wheat, barley, rye and their derivatives, their immune systems respond by damaging their small intestine. This damage results in the body’s inability to absorb nutrients from food. Left untreated, people with celiac disease can develop further serious complications such as other autoimmune diseases, osteoporosis, thyroid disease, infertility and even certain cancers. Food safety is often the deciding factor when people with celiac disease and gluten-sensitivity choose a restaurant.

Even a little bit of gluten can make someone with celiac disease or gluten sensitivity very sick. Just a crumb-sized amount of gluten is enough to launch the body’s violent immune response. Something as seemingly minor as removing gluten-containing croutons from the top of a salad and serving it to a person with celiac disease is enough to cause this intestinal damage and produce a variety of symptoms that can last for days to weeks. Such incidents are unfortunately all too common, but they can be avoided with proper training.

A number of Nebraska restaurants, including Venue, have learned to implement safe gluten-free food preparation by using the GREAT Kitchens training program offered by the National Foundation for Celiac Awareness (NFCA). Gluten-Free Resource Education Awareness Training (GREAT) Kitchens is an online multimedia course for chefs, foodservice managers, and waitstaff. Over 2,000 foodservice professionals in the US and internationally have completed GREAT training. Included with the program are tools to educate front-of-the-house and back-of-the-house staff on safe gluten-free food handling.

An additional option involves making the commitment to receive GREAT accreditation status. The process includes completing GREAT training, submitting an application, and implementing the standards set by NFCA. GREAT accreditation provides a seal of recognition and marketing benefits to the approved establishments. Other NRA restaurants who have received GREAT Kitchens accreditation include: Shuck’s, Omaha.

Terry Carolan, Director of Operations at Spaghetti Works, notes “Our experience with the GREAT Kitchens program has been wonderful. The training and protocols put together in partnership with the NFCA have given our employees and guests confidence in our gluten-free menu execution.”

Amy L. Schmitt, owner of Simply – A Gluten-Free Bakery, agrees. “The GREAT Kitchens certification was just what I needed to put my bakery “on the map.” Being a dedicated gluten-free and nut free bakery, the training gave me the assurance that my employees would be knowledgeable and able to assist customers in the safest manner possible.”

Chef John sums it up. “We serve gluten-free food in our restaurant because we feel it is just as important as catering to guests without dietary restrictions. As a chef, I just love to make delicious, wholesome, beautiful food in order to make our guests happy. If we can make just one small impact in our guest’s lives, even if only for a moment, by doing something so simple as eliminating gluten and ensuring safe food, then our mission is complete.”

Foodservice professionals who are interested in NFCA’s GREAT training program can visit www.GREATGFKitchens.org for more information.

Contributor:
Beckee Moreland,
Director of NFCA’s GREAT programs.
CALENDAR OF EVENTS

Find updates online at www.nebraska-dining.org

April 18-20, 2015
National ProStart Invitational
Anaheim, California

April 20, 2015
Taste of Nebraska
Embassy Suites, LaVista

May 16-19
National Restaurant Association Show
McCormack Place, Chicago

May 17
BaconFest
The Cornhusker Marriott, Lincoln

June 29
Hospitality Education Foundation Golf Outing
Oak Hills Country Club, Omaha

September 21
NRA Fall Golf Outing
Hillcrest Country Club, Lincoln

Webinars are FREE for Members and offer information on a variety of topics. Visit http://www.restaurant.org/Events-Networking/Events/Webinars for more information on the webinars available.

WELCOME NEW MEMBERS

Find updates online at www.nebraska-dining.org

Omaha Drafthouse
Tyler Calabrese
PO Box 460942
Papillion, NE 68046
402-943-7807
t.calabrese@omahadrafthouse.com

Mood Media
Celeste Mitten
13522 Washington Circle
Omaha, NE 68137
402-807-6410
Celeste.mitten@moodmedia.com
www.moodmedia.com

Southwick Liquid Waste
Jaime Kubik
105 Locust
Hickman, NE 68372
402-475-2462
jkubik1976@yahoo.com
www.southwickliquidwaste.com

talentReef
Craig Huntley
210 University Blvd. Ste. 300
Denver, CO 80206
866-562-2776
chuntley@talentreef.com
www.talentreef.com

Mood by Design provides services for businesses only. We specialize in sound systems, overhead music, and voice on hold, Direct TV services for businesses only, and Drive Thru systems for quick service restaurants, Digital Signage, CCTV and Scent Air. Mood Media is the number music provider worldwide. Mood digitizes all our music so that there is no profane or offensive language which is family friendly & commercial free. Your customers will not hear competitive commercials. All our music services are covered by ASCAP, BMI and SESAC licensing fees.

Please contact your Nebraska Mood Representative Celeste Mitten – Omaha base Account Executive, 402.807.6410 celeste.mitten@moodmedia.com
www.moodmedia.com

Southwick has both an installation and pumping side to the business. They install septic systems and lagoons and provide residential pumping services to those customers. Southwick Liquid Waste also has a commercial pumping side to the business where they provide grease trap cleaning services and other vacuum services on a much larger scale. We also provide septic and well inspections to properties selling in the Lincoln and Lancaster County area.

talentReef (Formerly JobApp) is the #1 provider for Social Recruiting and Talent Management Systems specifically built for the hourly workforce. As the market leader with more than 50,000 sites under contract, including the world’s best known and best run brands, the company streamlines how fast-paced operators find, hire, train, and manage their most valuable asset—Talent. The company’s mobile-optimized HR platform (Social Recruiting, ATS, Onboarding, Training and Development, Performance Management, and Analytics) is transforming the way Millennials are connecting on-demand with employers globally. Leading companies across multiple service industry verticals like Jack in the Box/Qdoba, Focus Brands, Church’s, Checkers/Rally’s, Applebees, Spencer’s/Spirit of Halloween, Downtown Locker Room, QuickChek, TravelCenters of America, Churchill Downs Race Track and Casinos, Weigel’s and Marsh Grocers trust talentReef to optimize their Operational and HR functions on a daily basis.
New Century Agency & Berkshire Hathaway Guard are pleased to offer these benefits to Nebraska Restaurant Association members.

- Berkshire Hathaway Guard was one of Ward’s 50 Top-Performing P & C Insurance companies in 2012
- Preferred tier pricing
- Safety Dividend Program
- Individual dividends
- A+ Superior carrier
- Flexible billing plans including pay-as-you-go

New Century Agency has served the restaurant industry since 1993
Call us for a quote – 888-424-3800
www.newcenturyinsagency.com

Congratulations to the Papillion LaVista South Bus Drivers who will represent Nebraska at the National ProStart Invitational in Anaheim, CA in April!
Make Them Feel Home Sweet Hiland Home

Give your customers the fresh flavor they love.
Hiland Dairy has been providing natural, wholesome dairy products to Nebraska families for nearly a century. So, when it comes to fresh and local flavor, with no artificial growth hormones, trust Hiland to help your foods taste their best.

Local, Fresh and NO Artificial Growth Hormones

Proud Sponsors of the Nebraska Restaurant Association

Find out how we can help you expand and improve your menu with a full line of innovative dairy products.
800-779-4321 • HilandDairy.com  

Proud Sponsors of the Nebraska Restaurant Association

Stay connected with MICROS restaurant solutions.
MICROS restaurant solutions are suitable for quick-service, table-service, and fast-casual restaurants. Highly flexible, scalable, and fully integrated.

It's easy. — Connect with micros®

Providing leading hospitality technology solutions.
Delivering Foodservice Solutions Since 1908.

DESIGN • SUPPLY • SIMPLIFY

Hockenbergs is a single source for your design, supply and equipment needs. We stock a wide range of products for both the front and back of the house including equipment, smallwares, disposables and janitorial products. We also offer design services, custom stainless, millwork, custom refrigeration as well as full opening packages.

Hockenbergs.com

In Omaha • 7002 'F' Street, Omaha, Nebraska 68117 • 800-228-6102 • 402-339-8900
In Lincoln • 2135 Cornhusker Hwy., Lincoln, Nebraska 68521 • 800-869-0414 • 402-477-7800