

## Appetizers

Grubhub  
launches  
Ultimate  
technology



NAFEM launches  
social purpose  
platform



Produce  
Alliance  
sets strategic  
partnership



Take active  
control of  
food safety



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# Miso Robotics announced a breakthrough prototype

Pasadena, CA - Miso Robotics announced a breakthrough prototype for its newest product, the Miso Robot on a Rail (ROAR) – the next generation of zero-footprint, cost-efficient robotic kitchen assistant solutions for evolving commercial kitchens.

Taking into account market feedback from top Quick Service Restaurants (QSRs), Miso Robotics engineers have turned the problem statement on its head, moving Flippy, the robotic kitchen assistant, to an upside-down rail. This newest generation of Flippy is installed under a standard kitchen hood and allows Flippy to move along a line of kitchen equipment, tucked away out of the path of busy cooks.

Miso Robotics anticipates ROAR will be commercially available by the end of 2020. The updates will ultimately allow Miso Robotics to create a zero-footprint product, lowering the cost of automated kitchen equipment and offering true end-to-end automated cooking services. Today, Miso Robotics is presenting an intermediate model with a floor-mounted rail. "It was incredible to see the efficiency with which the team adapted Flippy to a rail. In my mind, that validated the software platform approach we took in designing Flippy's brain," noted Dr. Ryan Sinnet, CTO of Miso Robotics.

While the next generation of the product has been taking shape, the team has continued to make breakthroughs in the artificial intelligence software that powers Flippy. This has resulted in software that has greatly expanded the food categories that Flippy can cook over a dozen types of fried food including chicken wings, onion rings, popcorn shrimp, sweet potato waffle fries, corn dogs and more.

"We're excited to continue to develop the capabilities of Flippy and create even more value for our clients," stated Buck Jordan, CEO of Miso Robotics. "By the end of the year, Flippy ROAR will give our customers the opportunity to own a zero-footprint, low cost

product as they adjust to a quickly changing industry."

Miso Robotics' new prototype showcases the rapid development underway for 2020. Now everyday investors can capitalize on the opportunity of robotics in the kitchen with the recent launch of Miso Robotics' new crowdfunding round. Learn more about investing in the future of kitchen automation by visiting Miso Robotics' investment page on SeedInvest.

Miso Robotics saw tremendous success in 2019 with the debut and extended contracts for Flippy at Dodger

Stadium, Arizona Diamondbacks' Chase Field and multiple CaliBurger locations across the U.S., serving up more than 15,000 burgers and more than 31,000 lbs of chicken tenders and tots. The company is thriving, with top quick service restaurants (QSRs) and food service providers looking to deploy Flippy in commercial kitchens.

In 2020, the restaurant industry is expecting to see an influx of delivery orders and further investment in and development of "dark kitchens" – QSRs

See **MISO ROBOTICS** page 10

# Coronavirus precaution prevents workers compensation claims

By Thomas Steinbrenner

Whether an employee contracted it while working abroad, or in the office from another employee, employers can be held liable for workers' compensation claims associated with coronavirus. Find out how to curb your risk.

As the deadly coronavirus spreads its wings globally, many businesses have put a temporary pause on international travel. And yet the question remains: Can a business be liable if an employee tests positive for coronavirus, or causes it to spread?

The answer is yes.

Consider the following scenarios in which an employer would file a worker's compensation (WC) claim due to coronavirus:

- ◆ An employee working overseas contracts the coronavirus.
- ◆ An employee contracts the virus and infects others at the office.



Thomas Steinbrenner

WC policies will typically cover lost time, permanent disability, medical expenses and a death benefit in these scenarios.

What if an employee unknowingly infects their spouse and

See **CORONAVIRUS** page 14

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# Appell Pie

## Peel back the layers

**Howard Appell** ♦ Today's Restaurant Publisher

I'm sure all of us have seen a cross section of a rock or a soil sample, which shows layers representing time and history. Effective problem solving requires you to understand that the solution may be in the past. Knowledge of the past gives you a means to understand the way things are now and gives you the means to solve the problem now.

We built monuments to commemorate those who died at the World Trade Towers and the Pentagon in Washington DC and even in Oklahoma City. We feel as if this is the worst of times. Remember the Alamo, Pearl Harbor, The Holocaust, The Civil War, World War 1, World War 11, Korea, Viet Nam, The Crusades, Napoleon and countless other events in history, all of which must have seemed like the end of the world for those who experienced it.


*Look behind the obvious. Dig a little deeper for cause and effect.*

To fully understand these events you must peel back the layers of time to peer into the reasons each event happened. Just like in a game of chess, each move a player makes causes the opponent to make a move in response. Over time the facts get fuzzy and history is usually written by the victorious. I remember visiting the

Alamo and my first comment was, "Look at how low the walls are!" One can only assume that any fort built after the fall of the Alamo would have been built with taller walls. But why were they so low?

I remember visiting a ship built in the 1800's that was anchored in New York Harbor many years ago as a floating museum. The one thing I still remember was that the ceiling height in all the rooms was less than six foot high causing many visitors to walk hunched over. Again why would they build it so low? The answer is buried in the history of mankind. The average height of someone living in that era was well below six feet so it was fine for them.

When a problem presents itself to you whether it be in life or business the answer is always there but you may have to do some research to uncover the solution and have a full understanding of what caused the problem in the first place. Look behind the obvious. Dig a little deeper for cause and effect.

How many times have you heard from an employee or a boss "We've been doing it this way forever" If you feel the need to change the method, do the research and find out why it is done the current way, then make suggestions based on a fully educated position. Examine your own life and question some things you or your family members have been doing for generations. You will be amazed at some of the actions you take in your daily life that your parents did and your grandparents did too. Some of actions have their origins in the conditions set in the times of your ancestors. Peel back the layers of time to find the future. 

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# What's Going On

Important new products, corporate news and industry events



Crocker Partners brings Boca Raton's first exclusive restaurant complex, Restaurant Row to the city. This 22,500 SF property located at 5355 Town Center Road, looking for cutting edge Sushi, Asian, and Italian Concepts. The newly constructed restaurant complex will be completed in 2021. **Restaurant Row has been exclusively working with Prakas and Company – prakascompany.com - South Florida's Premier Restaurant Broker** to fill five spaces, (4) 5,000 SF units, and (1) 2,250 SF units. The "Ultra Modern" design can be found in the heart of Boca, equipped with valet parking, which will undoubtedly be a hot spot once completed. "This project is not only one of a kind for Palm Beach but a cutting edge product. There is nothing like it in the county," stated Prakas.

**Harbor Lights** is an eight-acre, \$30 million mixed-use revitalization development near the beaches region of Jacksonville. When complete, the waterfront project will feature upscale waterfront homes, retail shops, a marina and a **new Marker 32 restaurant**, with an estimated 215 multi-family residences, 115 wet boat slips, and 21,000 sq. ft. of retail, **restaurant** and commercial space. The initial development is estimated to begin in 2022, with

completion by 2024. It is with the property owner Eugene Sur & Developer Cadenza Partners LLC/ Nick Sartori Jr. managing partner, spearheading the project.

◆◆◆◆◆  
"This is a true story about standard procedure here at BK Barrit



**Custom Seating and Chairs,"** said Bryson Kershner, President of the company. In late October of 2018, a well-known, National Hospital Group approached us with a request to create a 36 foot Board Table and incorporate commercial construction criteria into it. By early December of 2019, we had we collaborated

with their Board, the designer and the AV people to fine-tune the details. We delivered the final product in February of 2019. "From idea to installation, the process only took 4 months!" Design, construction, cost, lead time, collaboration, delivery. "Best of all, we saved the client over half of what they would have spent for the original. By thinking "outside the box", the designer and the Hospital Facilities

came out looking like heroes! "Give us the near impossible and we will deliver," he further continued. We can do it in wood or metal, our standard or your custom designed seat. They offer nearly 2000 styles of wood or metal seating. Visit [bkbarrit.com](http://bkbarrit.com).



◆ **Culinary Software Services (CSS)** provides leading-edge CorTec and ChefTec Software to chefs, owners, and other foodservice professionals in the food service industry. CSS serves all of the foodservice industry including restaurants, caterers, hotels, super-



markets, educators, and 17 additional food-related industries since 1990. CorTec and ChefTec Software includes Recipe &

Menu Costing, Inventory Control, Nutritional Analysis, Purchasing & Ordering, Production, and Requisitioning & Transfer. CSS offers a broad range of restaurant and catering software to meet the needs of all foodservice professionals. CSS serves more than 45,000 users in foodservice organizations worldwide. Visit [cheftec.com](http://cheftec.com) for detailed information.

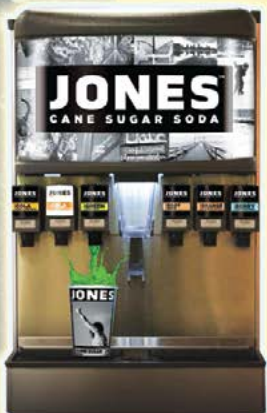


A new white paper from ad tech innovator **Targetable** finds that restaurant owners and other entrepreneurs are moving en masse from traditional media to social media advertising platforms that offer the ability to localize, target specific demographic groups

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See **WHAT'S GOING ON** page 6

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# Grubhub launches Ultimate technology for U.S. takeout market

Chicago, IL - Grubhub, the nation's leading online and mobile food-ordering and delivery marketplace, has launched its Ultimate technology, a revolutionary, first-of-its-kind proprietary hardware and software solution that integrates all restaurant ordering channels into one system. Replacing error-prone handwritten scribbles and shouts, Ultimate is a digital workflow solution, connecting the front- and back-of-the house directly with

diners and creating a transparent view into their order status – whether diners order for pickup or delivery on Grubhub, at an in-store kiosk, or directly with a cashier.

There are four components that make up the Ultimate technology:

- ◆ Lightweight point of sale (POS) with direct integration to the Grubhub web and mobile app
- ◆ Heads-up customer displays to

show real-time order estimates across all channels

- ◆ In-store self-ordering kiosks to complement the Grubhub app
- ◆ Kitchen display system (KDS)

"Diners have come to expect ordering ahead for pickup to breeze through busy rush hour crowds and grab their morning coffee or lunch, but currently they can only enjoy this convenience at large QSRs. Ultimate now gives restaurants of any size this ability to please diners with an easy, digital pickup experience," said Matt Maloney, Grubhub founder & CEO. "With Ultimate, we went even further by building integrated kiosks and a digital queue – in person and online – so diners can see the exact status of their order at any time. Most people do not want to order in person or by calling if they have an alternative, and by inte-

allows us to provide better service to our customers with less effort and cost. This is a game changer in quick-serve and fast casual restaurants."

With more than five years of research and development, Ultimate began as an in-app queue where college students could order ahead while sitting in class and have a real-time view of exactly how many orders were ahead of them. They could continue to monitor their order status and would be notified when their order was ready. This transparency allowed students to manage their schedules and avoid skipping meals or eating at other restaurants because of unexpected long lines at their favorites - and still get to their next class on time.

"Students enjoy the convenience of self-ordering opportunities, and we've seen demand for our food service operations increase since installation



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grating pickup with delivery orders our restaurant partners have a complete picture to more efficiently manage their operations."

Pickup, which composes more than half of the over \$250 billion U.S. takeout market, is a massive and growing opportunity that has not yet been transformed by digital ordering. The Ultimate technology accelerates adoption of digital pickup and improves capacity management for restaurants of all sizes, giving unique line of sight into all ETAs regardless of the ordering channel. Whether ordering on-the-go or in-person from the cashier or a kiosk, diners get complete visibility in the app and on the displays at the storefront through the Ultimate technology.

"Ultimate is exactly what I was looking for but didn't know it," said David Morton, co-owner of Chicago-based DMK restaurant group. "We have designed our new restaurants around this technology because it

across our campus. It increased the efficiency of our operation while providing a service that is highly desired by our students," said Zia Ahmed, Senior Director, Dining Services at The Ohio State University.

In addition to ordering ahead via Grubhub, in-store ordering kiosks allow restaurants to migrate employees away from the cash register and back to food prep lines and fulfillment areas, expediting and ensuring accuracy of orders and increasing throughput. Real-time ETAs appear once an order is placed, allowing customers and delivery drivers to precisely time their arrival, avoiding unnecessary and frustrating waiting. Driving further efficiency, the queue seen by customers is identical to that seen by all employees throughout the restaurant, sharing automatic updates at each stage of the order process.

The Ultimate technology also unlocks the potential for stadiums and

See GRUBHUB page 7



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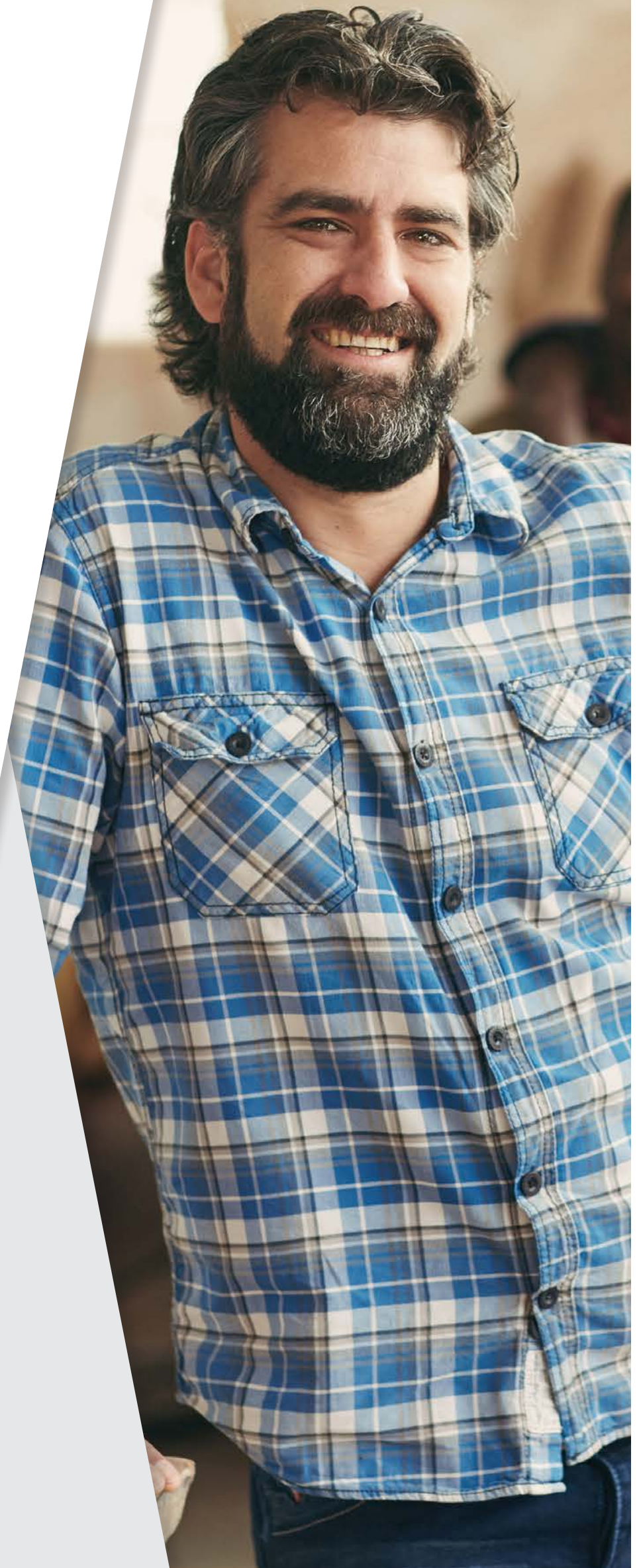


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# What's Going On from page 3

and generate new customers and revenue in a time-efficient manner. "For our growing client list of restaurant owners and franchise operators, understanding social media advertising has gone from being a nuisance to a vital part of their business plan," says Targetable CEO and Co-Founder Vladimir Edelman. See [targetable.com](http://targetable.com) for complete information on this.

◆◆◆◆◆  
**Planta, led by internationally celebrated Chef David Lee and acclaimed restaurateur Steven Salm, will open this year in Rosemary Square at 700 S**

Rosemary Ave., in West Palm Beach, following the restaurant's success in Toronto and Miami. Known for its chic and sophisticated interiors, the eatery will offer an elevated dining experience with an innovative 100-percent plant-based menu that promotes environmental sustainability. The vegan/vegetarian upscale restaurant is slated to open in Spring to Summer.



## DIGITAL FOOD & BEVERAGE

◆ **The Digital Food & Beverage Show** will be held July 20-22, 2020 in Austin, TX. Discussions will be on trends, new fads and challenges, as well as networking with top professionals of their fields. Digital Food & Beverage is three days of action-packed stories, conversations, and connections with 450+ digital marketing and eCommerce leaders from the most disruptive companies in food and beverage. Online at [Digitalcommerce360.com](http://Digitalcommerce360.com).

◆◆◆◆◆  
◆ **Over 100 Florida ProStart students and their teachers** had the opportunity to volunteer and support Taste of the NFL, a star-studded fundraiser to fight hunger relief the night before the Super Bowl. Students got their own real-world taste of working a high-profile event, held at the Diplomat Beach Resort in South Florida, where they were assigned to renowned chefs to set up and prepare food, serve tasting plates and assist in cleanup. Over 30 food stations were hosted by each NFL team and featured a current NFL Player, Hall of Famer or Legend. The students are enrolled in ProStart®, a high school career and technical education program created by the National Restaurant Association Educational Foundation (NRAEF) focused on culinary arts and restaurant management. The program is run at the state level by the Florida Restaurant & Lodging Association (FRLA). Last year, restaurant and food-service jobs accounted for 12 percent of employment across the state.



Olive Avenue and Banyan Boulevard and is one block from Clematis Street. Visit [thebenwestpalm.com](http://thebenwestpalm.com) for more detailed information.

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**The Delray Beach Marriott will turn into the Opal Grand Oceanfront Resort & Spa** (Expected Completion – Early 2021). The new Opal Grand Oceanfront Resort & Spa, located at 10 N Ocean Blvd., will include American-Caribbean design and will overlook the Atlantic Ocean. Along with over 275 rooms, the hotel will also offer a two-story restaurant overlooking Atlantic Avenue.

◆◆◆◆◆  
Sea Dog Brewing Company with two locations in Tampa Bay, just opened recently in Gulfport. **Sea Dog Cantina, Sea Dog Brewing's first Mexican restaurant and tequila bar,** is located at 2832 Beach Blvd. S. Sea Dog Cantina, which is owned and operated by Sea Dog Brewing Company, offers extensive beer and spirits offerings and its menu of Mexican dishes such as tacos, burritos, chimichangas and Chile rellenos. Sea Dog Brewing Company is its parent corporation.

◆◆◆◆◆  
◆ **Carpigiani North America, an Ali Group Company, has announced that Kami Poppen has been appointed Vice President of Sales and Marketing.** Poppen brings more than 23 years of experience in the commercial food-service industry to this role where she will oversee the Sales and Marketing efforts for the company in North America. Poppen will also manage the distributor network, key accounts, and educational programs including Gelato University and Frozen Dessert University. Carpigiani Corporation began in 1946 and has been a global leader, innovator and manufacturer of frozen dessert equipment for more than 70 years. Carpigiani – [carpigiani.com/usa](http://carpigiani.com/usa) - also hosts the Gelato Festivals, the world's



Kami Poppen

See **WHAT'S GOING ON** page 12

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### Hotel Happenings

The Ben, a 208-room Autograph Collection by Marriott hotel on West Palm Beach's downtown waterfront will open March 1. The Ben will bring two new dining establishments Proper Grit, their signature restaurant, and Spruzzo, a rooftop bar with views over the Intracoastal. Chef Andre Sattler will oversee the dining options. The Ben is situated at the northeast quadrant of

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# NAFEM launches social purpose platform

Helps provide about 5 million meals to Feeding America® for people in need

Chicago, IL – To help the one in nine people who may not know where their next meal is coming from, the North American Association of Food Equipment Manufacturers (NAFEM) announced a new, yearlong program to support the Feeding America network of 200 food banks located across the U.S.

“As foodservice industry leaders, NAFEM and its 600-plus member companies care about helping people in our communities, especially those who struggle with hunger,” said Kevin Fink, CFSP, chair of NAFEM’s Social Responsibility Committee and president, Standex Refrigerated Solutions Group. “That’s why we’ve focused our new social purpose platform on helping feed people in need.”

NAFEM donated \$500,000, which helps provide about 5 million meals, to Feeding America at its Annual Meeting and Management Workshop in Miami. NAFEM also will match 2020 member donations, up to \$500,000, to their local Feeding America member food banks, including the donation of volunteer time. This could result in overall contributions of \$1.5 million to the Feeding America network of food banks in just one year.

“Hunger is an issue that impacts every county in the United States. We are thankful to NAFEM for its generous contribution to the Feeding America network and for its commitment to

helping communities in need,” said Ami McReynolds, Feeding America’s chief equity and programs officer. “Through our partnership, we are able to help provide millions of meals to families who struggle to put food on their tables.”

There are 37 million people facing hunger in America, including 5.5 million seniors and more than 11 million children. As the largest hunger-relief organization in the U.S., the Feeding America network of food banks, pantries and meal programs serve virtually every community.

Together, NAFEM, its members and Feeding America will help make a difference in the lives of people and communities across the U.S.

**About NAFEM:** NAFEM – [nafem.org](http://nafem.org) - is a trade association of 600+ commercial foodservice equipment and supplies manufacturers. These businesses, their employees and the products they provide, support the food away from home market.

**About Feeding America:** Feeding America® is the largest hunger-relief organization in the United States. Through a network of 200 food banks and 60,000 food pantries and meal programs, we provide meals to more than 40 million people each year. Feeding America also supports programs that prevent food waste and improve food security among the people we serve; educates the public about the problem of hunger; and advocates for legislation that protects people from going hungry. Individuals, charities, businesses and government all have a role in ending hunger. Donate. Volunteer. Advocate. Educate. “Together we can solve hunger. Visit [www.feedingamerica.org](http://www.feedingamerica.org), find us on Facebook or follow us on Twitter.”



## Grubhub from page 4

food halls to join the next generation of restaurants, opening up a new experience for today’s digitally-savvy diner. Instead of standing in never-ending lines, sports fans and concert-goers can order ahead directly from their seat via Grubhub, watching their place from the in-app queue for the exact moment the order is ready. Food halls are able to provide diners a real-time view into wait times for a variety of restaurants, giving the diner control of balancing the choice between restaurant selection and time to food pickup.

Restaurant owners and staff now have access to a custom-built solution, smoothing out process and demand during daily rushes. Currently

in over 100 locations, the Ultimate pilot rollout has focused on New York City and Chicago where restaurants have seen pickup demand impact their bottom line. “Since installing Ultimate, I’ve seen sales increase by 10% and employee costs decrease by 15%. I have staff preparing food instead of taking orders and my customers love the kiosks and transparency. This is a millennials’ dream come true,” said Joe Germonatta of Art Bird & Whiskey Bar in Grand Central Station. **TR**

*Grubhub works with more than 140,000 restaurant partners in over 2,700 U.S. cities and London. The Grubhub portfolio of brands includes Grubhub, Seamless, LevelUp, Tapingo, AllMenus and MenuPages. Ultimate. [grubhub.com](http://grubhub.com).*



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TODAY'S RESTAURANT ◆ MARCH 2020

7



# 3 trends for restaurants to balance in 2020

By Stefan Burkey,  
Mark Lee and Kim Gore

Florida's restaurant community will be looking at another year of balancing sometimes opposing forces in 2020 – some of which will be more manageable (and predictable) than others.

Whether it's food trends and having the creative chops to capitalize on them or the practical realities of finding and keeping quality staff in a state and business where wage growth lags national trends, the challenges abound. And then there are the wild card factors like acts of God and man that are impossible to anticipate but have costs – rising insurance premiums in a hardening market among them.

**So what does 2020 hold for Florida restaurateurs? Here's what to look for on three fronts:**

1. In addition to fresh, wellness is earning a place at the (farm-to) table, too. Restaurateurs continue to ride the farm-to-table wave, and why not? Florida's generally benign climate and an abundance of locally grown fruits and vegetables make it a no-brainer. Then there's the added bonus of being able to feature the catch of the day, just hooked that morning practically out the back door. "Good for you" is also entering into the serving equation, though. The growing consumer interest in functional foods that naturally feature healthy ingredients is starting to break through to the restaurant space. More

menus are adding fermented foods (think probiotic-rich kombucha tea) and items with CBD additives. It's also leading mixologists to put more effort into non-alcoholic beverages, a definite step above your average Shirley Temple. The idea is a healthier and zero-proof cocktail that still has a complexity of fla-



Kim Gore

vors. With the recent drive for legalized recreational marijuana in Florida abandoned until at least 2020, such trends sound tame compared to the cannabis cafes that are getting a big push elsewhere. But they also pose less of a risk to operators.

2. Unless addressed, staffing issues will continue to hold restaurants back. The turnover rate for the restaurant industry was 81.9% for 2015 through 2017, according to government data, though specific pockets (fast food and casual dining) have reported rates surpassing

130%. That's a problem for a business in a state where wage growth hasn't kept growth with job growth and restaurant staff earns an estimated 8% less than the national average. It's forcing employers to improve their policies and procedures and benefits and start thinking creatively on fixes.




Mark Lee

The #MeToo movement remains a concern, for example, and operators can send a strong signal to their current and prospective workers by beefing up their policies and preventative training to reflect behavioral and legal standards. At the same time, while fair wages and employment practices go a long way, paying attention to things that matter to your people will really make the difference. There's a growing interest among the younger millennials and generation Z workers in wellness benefits with a holistic health focus. Further,

payment models like paycards, or debit cards to which employee wages are transferred, are attractive to the unbanked or underbanked employee.

3. Risk management is even more critical as insurance market hardens. Expect some pocketbook pain at renewal time as the insurance industry moves into a harder market environment, with insurance less available, conditions tighter and premiums higher. For hospitality, it's the price of some big claims from natural disasters that have been occurring with disturbing regularity – record-breaking storms and floods to rampant wildfires. If your catastrophic coverage renews with only a 15-20% premium boost, count yourself lucky. Other factors driving the market stem from tragedies of our own making: the \$800 million settlement for the 2017 mass shooting at the Las Vegas music festival was record-breaking. It also made commercial umbrella coverage harder than catastrophic coverage to get. As we move forward, expect deductibles and rates to keep moving higher as liability limits are lowered.

It's a new year, with many new opportunities marking the start of the new decade. Successfully balancing the opportunities with the risks will – as ever – be the restaurant operator's challenge as 2020 advances. 

*About the authors: Stefan Burkey is the group leader, Mark Lee serves as risk services lead and Kim Gore is the chief marketing officer for the hospitality practice at global insurance brokerage Hub International. [Hubinternational.com](http://Hubinternational.com).*

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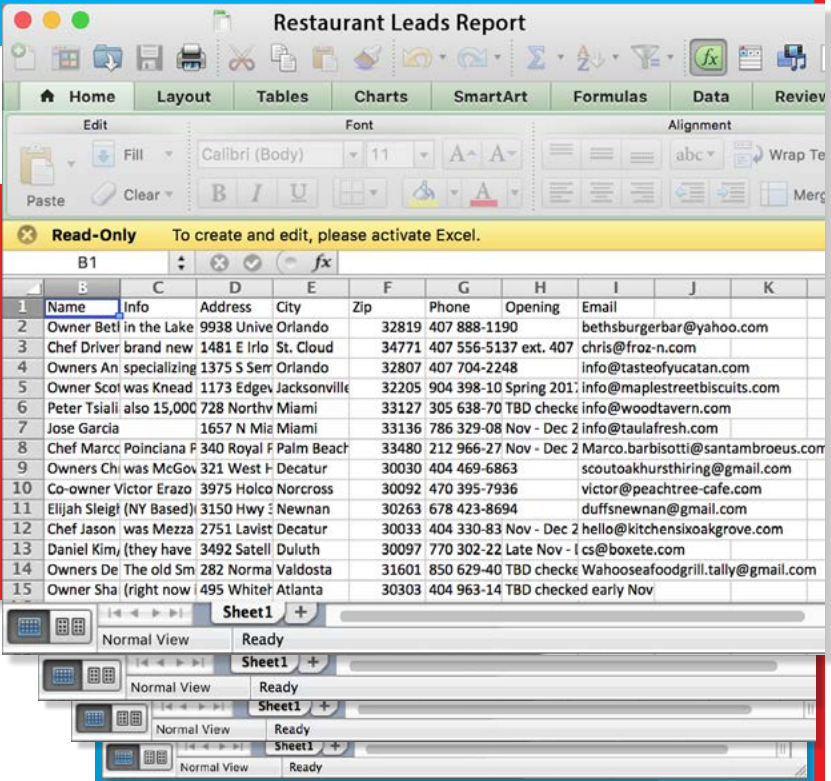
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6-7

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## April

2-5

### Florida Winefest and Auction

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26-29

### Food Automation & Manufacturing Conference and Expo

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4400 NW 87th Ave Doral, Florida

## May

16-19

### National Restaurant Association Show

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[NationalRestaurantShow.com](#)

## September

22-23

### The Florida Restaurant & Lodging Show

OCCC ♦ Orlando, Florida ♦ 850.224.2250 ♦ [FRLA.org](#)

## February 2021

4-6

### The NAFEM Show

Ernest N. Morial Convention Center  
New Orleans, Louisiana ♦ [TheNAFEMShow.org](#)

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## Tapplock simplifies security for businesses

Fast, easy to use security platform and smart fingerprint padlock streamline the process

Most restaurants and bars secure patio furniture and liquor cages with traditional combination or key padlocks that can be hard to track who has access, especially if an item goes missing.


Tapplock has created an easier way to manage physical security with a smart padlock. The Tapplock enterprise solution pairs the smart Tapplock one+ fingerprint lock with an enterprise management platform. Instead of using keys the Tapplock solution gives businesses the ability to load up to 500 employee fingerprints to one lock so all employees need to do is scan a fingerprint on locked equipment to access it. Access can be controlled via the platform with parameters set for day and time access, and the ability to add or revoke access permission at any time remotely if an employee is fired. The locks can also be unlocked remotely if needed and the platform stores access reports, so management always knows who was accessing what, when.

Padlocks are commonly used in businesses to secure assets, but assigning keys, managing user permissions and tracking access history is time-consuming, inefficient and often times impractical. Tapplock enterprise utilizes a smart fingerprint padlock, Tapplock one+, and a centralized access control management platform to simplify the process.

The Tapplock enterprise™ management platform is designed for teams of all sizes and allows the business to set custom permissions for users and manage them via groups. Using the platform, employers can view all of the locks across a map as well as deploy and

revoke fingerprints remotely and set access privileges with 3 ways to unlock: fingerprint, Morse Code and Bluetooth. Comprehensive audit reports allow businesses to track every account activity with ease and view timestamps for when a lock was unlocked and locked. The platform sends mobile notifications for account related events and exports audit reports.

Instead of relying on keys that can be duplicated or lost, Tapplock one+ uses a state-of-the-art fingerprint reader to allow users to gain access. The rugged lock features a 7mm reinforced stainless-steel shackle, strengthened by double-layered lock design with anti-shim and anti-pry technologies. It also boasts proprietary 128-bit encryption with a myriad of security protocols for enhanced protection.

The smart padlock has an industry leading IP67 water-proof rating that allows the lock to function even when completely submerged. Tapplock one+ is dust and rust-proof as well and is fully functional between -4 and 140 degrees Fahrenheit. The lock's battery lasts up to a year off a single 2-hour charge, which equates to around 3,500 unlocks per charge, and users can check the remaining power using the Tapplock app – [tapplock.com](#). The lock also blinks red when the power is below 10%, indicating it is time for a recharge. 

**About Tapplock:** Tapplock Corp. is an IoT technology company providing smart security solutions to both end-consumers and enterprise clients. In 2015, Tapplock Corp. introduced the world's first smart fingerprint padlock: Tapplock one™, a convergence of biometrics, security, and wireless technologies. Tapplock is 2018 CES® innovation Award Honoree recipient, named as "Canadian's Top 15 Startups" by Metabridge.

## Miso Robotics from page 1

with no front-of-house, designed specifically for delivery-focused customers. The evolution of Flippy will help restaurant operators meet on-demand orders quickly and address high industry staffing turnover, while ensuring consistent food, optimized for freshness and taste. With ROAR, restaurants will be able to quickly adapt to the changing commercial kitchen model and focus on the needs of customers. 

**About Miso Robotics:** Miso Robotics ([www.misorobotics.com](http://www.misorobotics.com)) is revolutionizing the restaurant and prepared food industries with innovative robotics and artificial intelligence solutions. Miso Robotics was founded with a mission to leverage AI technology to help chefs cook food perfectly and consistently and enable restaurants to increase labor productivity, reduce costs and drive profitability while improving the overall dining experience. Miso Robotics employs a respected team of scientists, roboticists, engineers and industrial designers from Caltech, Cornell, MIT, Carnegie Mellon, Harvey Mudd, UCLA, USC, Art Center and UNC Chapel Hill.



# Produce Alliance sets strategic partnership with Buyers Edge Platform

Buyers Edge takes minority stake in Produce Alliance, acquires shares from retiring Produce Alliance partners

Chicago, Ill - Produce Alliance, a company specializing in providing fresh produce procurement and distribution services to foodservice clients, has announced that it has taken a strategic minority investment from Buyers Edge Platform, one of the nation's largest tech enabled, Group Purchasing Networks for restaurants and other foodservice operators. As part of the investment, the two companies will form a strategic alliance to enhance produce purchasing options, food safety, quality and pricing for customers, growers, and distributors of both Produce Alliance and Buyers Edge Platform.

"Our mission is to be the leading produce management and procurement company by providing our clients with unprecedented service, superior access to fresh produce, commodity expertise, innovative supply chain solutions and long-lasting relationships," said Produce Alliance Chief Executive Officer George Melshenker. "We are thrilled to partner with Buyers Edge to help us achieve that mission. This partnership will enhance pricing and create logistics efficiencies for our end user customers, create more business opportunities and enhance technologies

for our distributors, and expand market opportunities for our growers."

"The vision of Buyers Edge Platform is to bring the foodservice industry's most successful companies together to create new value for foodservice clients and the industry at large," said John Davie, CEO of Buyers Edge Platform. "Our partnership with Produce Alliance represents an opportunity for operators to improve their produce procurement practices and for our existing distribution and grower/shipper partners to expand their businesses."



Specifically, through the partnership, Produce Alliance and Buyers Edge will share access to cutting edge technologies, resources, food safety standards, and best practices. Combined, the two partners represent more than \$6 billion in fresh produce purchasing power, enabling them to pass on cost savings to foodservice companies while increasing the market size for their distributors and growers. Produce Alliance and companies on the Buyers Edge Platform will continue to operate independently.

The Buyers Edge Platform has acquired shares from retiring Produce Alliance partners Mike Williams, Joe Collier, and Scott Weber. Produce Alliance will continue to be led by its current management team.

"I'm very excited to partner with Buyers Edge Platform," said the Produce Alliance President Melissa Ackerman. "This strategic partnership is an important step as we build the next generation of our family business."

**About Produce Alliance:** Produce Alliance represents their customers to the grower/shipper community, providing access to the highest quality fresh produce under contracts which assure supply while managing cost and risk. They specialize in providing fresh produce procurement and distribution services to food service clients across North America, the Caribbean and beyond. Produce Alliance manages an alliance of 50+ independently-owned specialty distributors of fresh products. Each distributor is carefully selected and commits to full compliance with our audited distribution, purchasing, and category management programs designed for client success.

**About Buyers Edge Platform:** The Buyers Edge Platform is a network of GPO, Supply Chain and Technology companies that serves stakeholders throughout the foodservice supply chain. The Buyers Edge Platform leverages over \$10 Billion in buying power and purchasing data to offer contracts, data services and expertise to operators across all foodservice segments, including independent restaurants, multi-unit restaurants, lodging and hospitality, colleges and universities, casinos and healthcare facilities. Furthermore, the Buyers Edge Platform serves as a hub for data integration opportunities for manufacturers, distributors and other foodservice industry partners, who are able to utilize the Platform.

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# What's Going On from page 6

largest gelato competition, and Carpigiani Gelato University and Frozen Dessert University, providing professional education on frozen desserts for gelato and premium ice cream artisans.

**Handwashing has the most control over illness.** Handwashing is the best way to prevent foodborne illness. The top 3 causes of foodborne illness outbreaks in restaurants are attributed to food workers, and in 89% of these cases, poor hand hygiene was the culprit. Handwashing drives revenue for the business. While a widespread foodborne illness outbreak is certainly damaging, it's also the daily, unreported cases of food poisoning that are affecting the bottom line. Handwashing prevents guests from getting sick and the resultant loss of business from repeat customers.

♦ Returning guests spend 300% more, refer 50% more, and cost 16% less in marketing.

♦ 1/3 of guests that get food poisoning say they would not return to that location, and 17% would never return to any location in the chain.

1 in 5 employees have contaminated hands.

Since most cases of food poisoning go unreported, the damaging effects on the customer and loss of business can go unnoticed. **PathSpot partners** uncover 1 in 5 team members with contaminated hands in just the first week. Instant feedback and corrective action ensure no employee ever returns to a station with contaminated hands. PathSpot partners see a 3x increase in handwashing frequency and a 75% decrease in contamination rates during the two-month testing period.

♦ J. Alexander's Holdings, Inc., owner and operator of a collection of upscale restaurants, has signed a lease to build and operate a **new J. Alexander's restaurant in Madison, Alabama.** Mark A. Parkey, President and Chief Executive Officer of J. Alexander's Holdings, Inc., said the new J. Alexander's restaurant will be located on a 2.8-acre site at the entrance to Town Madison on Town Madison Boulevard. Town Madison consists of 560 acres of mixed-use property focused on residential, office, retail and entertainment. Breland Company, one of the largest commercial and residential developers in the Mid-South.

The new restaurant is expected to open late 2020.

♦ ♦ ♦ ♦ ♦  
♦ **Beaufurn – beaufurn.com** - the manufacturer of fashion-forward, functional designs, announced that it is introducing the Uptown Chair. The gently curved seat and rounded back are designed for comfort and are a distinctly Beaufurn vision, combining a high-end European sensibility with the best Made in America craftsmanship. Beaufurn's founder Bill Bongaerts said, Ideal for al fresco dining, food courts and pool areas by design and are stackable. "Uptown's linear design presents an open and light visual appeal while providing resilient performance."



## Real Estate News

**A Canadian-based restaurant chain that specializes in crepes plans to make a major expansion in Central Florida over the next few years.** Crêpe Delicious will add 20 franchise locations across the region as part of its proposed growth. They have one location now in Florida in Orlando at 55 W. Church St., and three others in the works. Crêpe Delicious Chief Operating Officer is Elik Farin.



**Bryan S. Cohen**

♦ ♦ ♦ ♦ ♦  
♦ **Bryan S. Cohen and Christopher Haass of Cohen Commercial Realty, Inc.,** announced the signing of Bolay to lease a 2,800-square-foot space in Pinecrest Pl located at 7600 SW 104th Street. Bolay is a quick-service restaurant specializing in gluten-free and healthy foods. Cohen Commercial Realty, Inc., and Cohen Commercial Management, LLC, are full-service commercial real estate brokerage and management companies dedicated to fulfilling client needs quickly and efficiently throughout the entire state of Florida. Contact the company online at cohencommercial.com.



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# Take active control of food safety and reduce inspection violations

Active Managerial Control (AMC) system can help improve food safety and reduce inspection violations

In a webinar hosted by the National Restaurant Association, Charles S. Otto III, independent consultant, EAS Consulting Group LLC, Alexandria, Va., looked at the concept of Active Managerial Control programs, why they're an effective way to help operators dramatically cut their food safety risks, and how to get started on implementing your own program. Put simply, an AMC plans, like a HACCP plan, is a type of food safety management system (FSMS). AMC programs focus on proactive steps and training to reduce food safety risks.

Otto, a former deputy chief at the Centers for Disease Control and Prevention, noted that every year about 48 million people get sick from foodborne illnesses. Of those, about 128,000 are hospitalized and 3,000 die, according to CDC.

The economic impact on restaurants is huge, with costs ranging to more than \$1.9 million for a fast food restaurant, \$2.1 million for a fast-casual restaurant and \$2.6 million for a white tablecloth restaurant for each foodborne illness incident.

**Otto says common risk factors are:**

1. Unsafe food source
2. Poor employee health and hygiene
3. Improper cooking temperatures
4. Time and temperature abuse of foods
5. Contaminated equipment

**The CDC's Environmental Health Services found that the top four contributing factors in outbreaks are:**

- ◆ Sick food workers contaminate ready-to-eat foods through bare-hand contact.
- ◆ Sick food workers contaminate food through some other method, such as with a utensil they contaminated.
- ◆ Sick food workers contaminate ready-to-eat food through glove-hand contact.
- ◆ Food handling practices, such as not keeping food cold enough, lead to growth of pathogens.

## How to cut the risk of foodborne illness

Restaurants with good food safety management systems, however, had half as many risk factors and out-of-compliance food safety practices as those without such systems in place, Otto says.

Active Managerial Control systems offer a proactive way to continuously improve your food safety management. Like a HACCP program, it starts with assessing the food safety risks in your operation, from sourcing to serving.

While putting an AMC program in place may seem daunting, Otto suggests looking at your highest risk first, and starting simply with one policy for your staff to mitigate risks, and one policy for a menu production process.

For example, a staff policy might be "All food employees are responsible for ensuring employees are in a healthy

state while working..." A process policy might be something like "All food employees are responsible for cold holding of time/temperature control for safety (TCS) foods at or below 41°F"

From there, you can customize and expand an AMC program to cover more aspects of your operation, including facilities, equipment, processes, staff, menu changes, and delivery.



## How to design an active managerial control system

To explain how to design an AMC system, Robert Stratman, managing supervisor, Maricopa County Environmental Services Department., Phoenix, Ariz., referred to the AMC program created by the county's Environmental Health Division. Stratman's department created a toolbox with a complete set of materials to help operators develop and implement their own AMC system.

As an example, he showed how the site's employee health policy template walks operators through:

- a. why a health policy is important to have; who it applies to;
- b. when the policy should be performed or applied;
- c. where it takes place;
- d. how it ensures that employees are healthy;
- e. the corrective action to take if an employee is sick;
- f. monitoring steps to take to make sure staff is healthy;
- g. training required to make the policy effective;
- h. verification that the policy is working and enforced.

*Policy statements set expectations for employees.*

Maricopa County held a two-hour class for operators on the health policy toolkit and how to implement an AMC. Before the class, operators in attendance had an average 2.04 priority food code violations per inspection.

After the class, operators experienced an average .71 priority violations on their first inspection, which rose only slightly to .86 violations on their fourth post-class inspection.

During National Food Safety Month last September, the Association introduced the concept of FSMS, and used Fairfax County, Va., as another successful example of an AMC in action. The

county's program results were shared in this webinar, too.

Ultimately, an AMC can help you reduce the risk of a foodborne illness by taking a proactive approach to creating a safer foodservice environment.

## AMC Program Guide

**An AMC program should include:**

**1. Written policies.** Policy statements set expectations for employees. For example, the policy for cold holding might be that all Temperature Controlled for Safety (TCS) food will be kept refrigerated below 41°F.

**2. Training.** All staff should be trained on the policies. As part of a cold-holding policy, all food preparation staff should be trained that TCS food should be 41°F or less. The person in charge should not be the only person who is aware of and responsible for following the policies.

**3. Monitoring** (a method for verifying that employees follow specific policies). A temperature log for checking temperatures of TCS foods throughout the day is one means of monitoring a cold holding policy, for example.

**4. Corrective action** (what to do if the monitoring shows that a policy is not met). The corrective action should be part of the policy statement. For example, does the cold-holding policy tell staff what to do if the TCS food is out of temperature on the temperature log?

*Source: Fairfax County, Virginia, Health Department AMC Toolkit.*

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# Coronavirus

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children? Again, this is a covered peril. This time under WC coverage B, or the Employers Liability of WC coverage. When more than one employee or individual is involved, the WC claim will likely be considered a catastrophic loss or exposure claim, kicking in full policy limits.


#### What employers can do right now

As of February 17, coronavirus has infected more than 71,000 people around the world. While mostly in mainland China, this number includes at least 15 cases in the U.S., according to the CDC.1

Thanks to efficient and effective disease prevention in the U.S., there's a good chance the disease won't become a pandemic domestically. However, there's no way to tell for sure. Make sure your business is prepared with the following four coronavirus precaution best practices:

**1. Be precautions.** Employees arriving home from overseas work who may have been exposed to the virus should be sent straight to a doctor to be tested, even before returning home or to the office. Require clearance for any exposed employees – even those exposed domestically – before returning to the office. Require employees waiting on coronavirus test results to remain at home until a negative result is official. Let the entire staff know they have been tested, and the result was negative.

**2. Be proactive.** If your business doesn't already have one, now is the time to create a business continuity, emergency preparedness and even pandemic reaction plan. First, establish a working group of employees from across your organization to author the plan. Consider business interruption issues specific to your industry, business and location and establish procedures that can be enacted on a moment's notice.

**3. Stress regular hygiene.** Sounds self-explanatory but employees need constant reminders. Hang signs around the office, especially in food service and common areas, reminding employees to wash their hands frequently and cover their faces while sneezing and coughing. Urge employees that aren't feeling well to stay home and seek immediate medical attention. If necessary, amend your company policy to allow employees to work from home as needed, and remove consequences for doing so. 

*About the author: Thomas Steinbrenner is a Senior Vice President at Hub International. He has the unique background having held insurance company management positions in claims, underwriting, and sales.*

*His original Blog: <https://www.hubinternational.com/blog/2020/02/coronavirus-precaution-best-practices/>*

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# Setting prices is about more than cost

David Scott Peters ♦ Today's Restaurant Contributor



A question I hear often from restaurant owners is, "Where should I be priced?" When it comes to setting restaurant prices, there are three things I think about right away:

1. Are you really, really good and can set your prices above your competition? Your style of service, location, quality of product, demographic you serve are all part of the equation. You can't charge high dollars in a place where there isn't a lot of expendable income.

2. Should you price the same as everyone else? If all the chains around you are charging \$12.99 for a burger, why shouldn't you get to charge for that? This is especially true because your burger is probably better.

3. Should you price below your competition? For example, a dive bar that is really focused on selling alcohol views food as a kind of a throw-away, must-have item, but the quality doesn't really matter, so the cost can be pretty low.

The challenge with this is you need to examine and understand your guest experience. Focus on service. The truth is – and forgive me, chefs – people come back to your restaurant

not because of your food but because of the service and the experience and memories you create.

Think about it. If you have a restaurant that has terrible service but great food, how often are you really going to go there? You have to really be craving that dish to go out of your way to put up with subpar service.

*Your core values, your quality, your service, your location helps you determine where you should set your prices.*

But if you come upon a restaurant that has mediocre food but stellar service, a customer is much more forgiving because they're having a great time.

With that said, moving forward, focus on service. There's a book I recommend to every restaurant owner and

restaurant manager. He should be paying me a commission based on all the people I recommend read this book – but he's not! It's called Secret Service and it's by John DiJulius. He is the guru of customer service. He's written many books and taught many seminars.

There are two major take-aways I get from the book.


1. There are things called non-negotiables that anyone who works for you must do.

2. The second thing is what really matters for this topic: where you set restaurant prices.

DiJulius says with WOW customer service, you make price irrelevant. And he tells a story about a haircut shop offering \$15 haircuts that opens across the street from an existing salon that gives \$50 haircuts. Rather than adjust their prices, the salon put up a sign outside their storefront that said, "We fix \$15 haircuts."

Restaurant owner tend to try to undercut a new chain that moves in down the street. They lower prices in reaction. But DiJulius says that's the wrong approach. If you're more concerned about your price, then you're

more concerned about it than your customers. If you're getting pushback on your pricing, then your service probably sucks. That means you need to pay attention to your service and find what needs to be improved. You need to look at training and focus on customer service.

Your core values, your quality, your service, your location helps you determine where you should set your prices. But if you do what DiJulius says and give an incomparably good customer service experience, you will have happy customers all the time and the price will be irrelevant. 

*David Scott Peters is an author, restaurant coach and speaker who teaches restaurant operators how to use his trademark Restaurant Prosperity Formula to cut costs and increase profits. His first book, Restaurant Prosperity Formula: What Successful Restaurateurs Do, teaches the systems and traits to develop to run a profitable restaurant. Known as THE expert in the restaurant industry, he uses a no-BS style to teach and motivate restaurant owners to take control of their businesses and finally realize their full potential. Thousands of restaurants have used his formula to transform their businesses. To learn more about David Scott Peters, his formula for restaurant success, his book, or his online courses, visit [davidscottpeters.com](http://davidscottpeters.com).*

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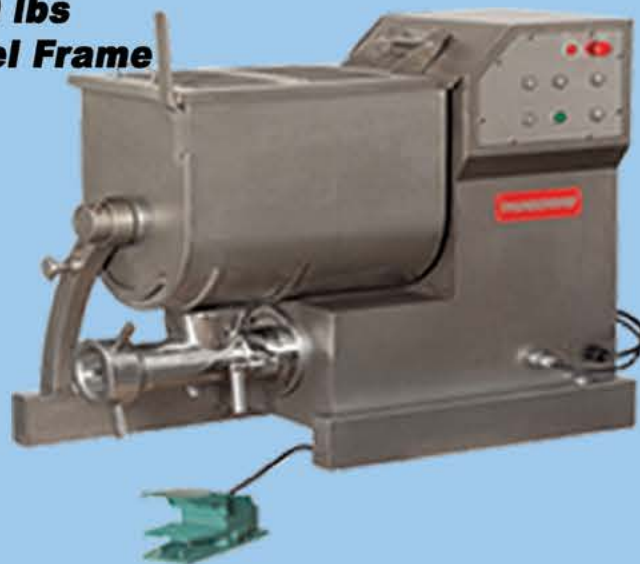
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