Today's Restauran

Appetizers

Carnival deploys Menu Mate food program



TOOTRIS partners with Quality **Restaurant Group**



So you want to open a food truck?



Dronedek announces plans with Speedy Eats



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8 tips to help restaurants boost employee retention & satisfaction



By Greg Staley

In November 2021, a record 4.5 million Americans quit their jobs, including a million restaurant and hotel workers. That means 6.4% of the hospitality industry walked out in a single month! The staffing shortages continue to be an epic problem for hospitality businesses.

If restaurant owners and managers don't prioritize employee retention and proactively work to maximize employee happiness, satisfaction, and loyalty - they're always going to have to recruit and hire. In this difficult market, that's a sobering thought. For national restaurant brands with 100% to 200% turnover rates, this could be an extremely expensive problem, costing them as much as \$20 million to \$40 million.

Now that 78% of restaurant operators don't have enough staff to meet customer demand, think very carefully about how your restaurant can boost employee satisfaction and retention. In addition to offering attractive salaries, consider doing the following:

1. Prioritize professional development and advancement opportunities. A whopping 94% of employees say they would stay with their company longer if it invested in their career development. And nearly two-thirds (63%) of employees who quit as part of the Great Resignation cited lack of advancement opportunities as a reason they resigned. Help employees set, and achieve, career goals. Provide plenty of

See 8 TIPS page 12

Rise to more than double its nationwide footprint partnering with Fransmart



FRANCHISE DEVELOPMENT COMPANY

Durham N.C. - Rise Southern Biscuits & Righteous Chicken, the nation's fastest-growing biscuits and fried chicken concept, is slated for record expansion following another year of franchisee success. With plans for at least 20 new corporate locations currently under development, Rise will aim to more than double its current footprint.

"People have always been at the core of our vision, which is why we're continuously looking for new ways to make Rise a destination for employees and franchisees," said Ken Priest, Chief Financial Officer of Rise. "Our brand's year-over-year success and increasing expansion efforts serve as a testament to our people and our principles."

While Rise has most recently opened the doors to another storefront in its home state of North Carolina, the chain has enjoyed a nationwide expansion push dating back to last year. The concept has gained popularity in new territories, signing a multi-unit deal for Orlando, Florida, while also inking its first California lease in Thousand Oaks. Additional lease agreements are on the horizon for several existing franchisees across midwestern, northeastern and southeastern markets.

Recently named to Fast Casual's 2022 Top 100 Movers & Shakers list, Rise is partnered with Fransmart, the industry-leading franchise development company behind household brands like Five Guys Burgers & Fries and The Halal Guys, as its exclusive franchising partner to grow the brand.

"Each year, I find myself more and more impressed by Rise's FDD statistics," said Dan Rowe, CEO of Fransmart. "It's remarkable to see how the brand's commitment to its people and constant desire to innovate are reflected in the bottom line. It should come as no surprise that Rise is growing exponentially."

"To succeed in the world of franchising requires continual improvements to the brand's business model, growth strategy, systems and processes," said Dan Rowe. "And to sell the most franchises, you need more than great salespeople, you need brands that sell themselves with best-in-class unit economics and a large runway for growth, giving multi-unit franchisees the opportunity to double or triple their chance for success and often reinvest their profit into more units."

As part of Fransmart's multi-billion-dollar vision, the company will grow its portfolio to 10 category-leading franchise brands with more than 200 units each. To help drive this vision forward, Fransmart has hired Shannon Keller as its first-ever Chief Marketing Officer. Keller, the former CMO of True Food Kitchen, an award-winning restaurant brand that she helped grow to 40 units during her tenure, will oversee the marketing strategy focused on driving

See RISE page 10



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tom optimizes the use of storage in a ve-

hicle's trunk or back seating area. The

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many Fortune 500 companies.

refrigerated items.

- as well as their customers. The inno-

Potluck Hospitality announced a new restaurant coming to a

Velociti Inc., a global technology

services provider, announced the ex-

pansion of VeloCare, its subscrip-

tion-based technology operational

support program. With over 25 years of

experience as a strate-

gic technology innova-

tor, Velociti is well po-

sitioned to meet the

critical needs of today's

technology-driven

industries, including

facilities, hospitality,

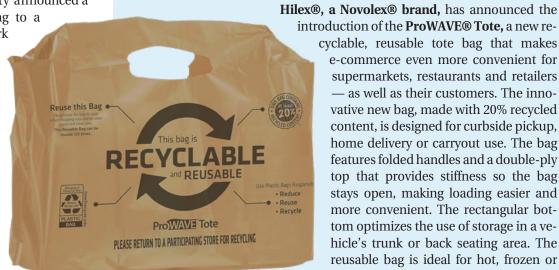
healthcare, and retail.

"In our tech-driven

historic and landmark San Antonio space. Carriqui will open at

Pearl in what was formerly the building that housed Boehler's Liberty Saloon and Liberty Bar. The new 380-seat, 11,000 sq. ft. restaurant will open to the public this coming September. Carriqui is located at 239 E Grayson Street

in San Antonio.



world, the future of business is increasingly smart, connected and autonomous," said Deryk Powell, president of Velociti. "In such a world, a comprehensive management program is more

> important than ever to ensure that companies are able to maintain their technology investments and maximize uptime." Velociti serves transportation, retail, food service, manufacturing, distri

bution, healthcare, government, hospitality, and outdoor venues, including

Opening in August, BrewDog Atlanta is a retail space boasts 12,000 sq ft and will have an outdoor area of about 2,700 sq ft. It is located at 112 Krog St NE. Diners will be

able to enjoy a full kitchen and 28 taps, including a mix of BrewDog and other

local beers, with a handful of options brewed right on site. BrewDog Atlanta will also have a beer school, indoor fire pits and more. BrewDog is tapping out of the Midwest and into the South with a retail location in one of Atlanta's most historic neighborhoods. Atlanta's beer scene has exploded over the last decade, and BrewDog is pumped to bring its new profit-sharing initiatives and carbon negativity to the local community. The UK-based owners are James Watt and Martin Dickie.

Whether a restaurant, grocer or other food service industry, Fortun's Finishing Touch Soups & Sauces is making quality food preparation more convenient and profitable on a national scale. The company adds unique and savory flavors to its range

of chef-inspired soups and sauces, while eliminating labor in tensive preparation for greater profitability. Fortun's Finishing Touch Soups & Sauces was created more than a decade ago by Kevin Fortun, a

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Appell Pie

Customer service with a smile

Howard Appell
Today's Restaurant Publisher

Recently a friend, Jonathan Rausch, who I haven't seen for a while due to COVID stuff, called me to suggest we have lunch together at one of his favorite lunch spots, a New York based bagel restaurant chain with a location near my office.

The last time I was there for lunch was pre COVID and I was happy to see they were still open. Since it is a quick service restaurant we waited on the line to order and Jon pointed to the illuminated menu board to suggest I try the featured sandwich, pastrami on a bagel with an egg on top of the meat. Being an ex- New Yorker I never saw a sandwich built like that on a bagel or any bread as a matter of fact.

I decided to order a pumpernickel bagel with pastrami and mustard only and Jon ordered something on a bagel with cream cheese. We took our seats and waited for the runner to deliver our lunches. Pretty soon a smiling late thirty year old lady delivered our lunches. Nothing seemed out of place as I reached for the bagel that was cut in half exposing the contents of the sandwich. (Wait for it!) The half bagel was loaded with pastrami and a layer of what I thought was mustard but it was white. Now my eye sight is not so good but I recognize (Wait for it) cream cheese when I see it. Needless to say I was shocked to see a pastrami and cream cheese sandwich served in S. Florida or anywhere else in the world. I have eaten pastrami sandwiches all over the world and never have I seen it prepared with cream cheese.

I was hungry and wasn't planning to eat the bagel anyway because of my diet so I just took off the half bagel which had the cream cheese on it and ate the balance of the first half. As I ate it, it kept bothering me that someone had to have seen this sandwich in the kitchen and questioned the sandwich maker about it.

"When you serve a pastrami and mustard sandwich on a bagel do you usually put cream cheese on it?"

Finally I had to say something to someone. I went back to the counter and asked for the manager who was a pleasant forty something woman who I ask the following question to. "When you serve a pastrami and mustard sandwich on a bagel do you usually put cream cheese on it?" At first she thought I was kidding and said "What do you mean?" I explained my dilemma as her face turned red with embarrassment. She asked to see the remaining half which I presented to her. She looked in horror at the curse of hundreds of years of delis around the world and told me she would make me a new one. I accepted and we had a few laughs about it before I left with a funny story. I could have gotten very mad at this major crime but I realized that the restaurant industry is fighting with employee retention and employee quality. Most places hire, train on the fly and then the employee quits and the process begins again.

The manager did not make excuses she just did the right thing to try and make a customer happy and reduce the damage to the reputation of the restaurant. I wish I had the composure to take a picture of the new combo. Employee training and retention is a subject for another time. For now just enjoy this little story in the heat of the summer of 22.

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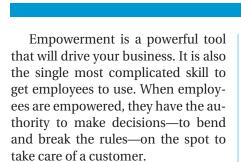
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Drive your business by empowering your employees

John Tschohl ◆ Restauranteur and founder of BellyMelly



Most executives and managers, however, are afraid to empower their employees. They don't trust employees—and they don't trust customers. They think employees will "give away the store," and they think customers will take advantage of employees who are empowered.

Most employees are also afraid of empowerment. They think that, if they make an empowered decision that will satisfy the customer, they will be reprimanded or, worse, lose their jobs. They prefer the safety of operating under the company's rules, policies, and procedures.

Every customer has different needs and expectations when they experience problems with products or service

Every customer has different needs and expectations when they experience problems with products or service, so flexibility in how your employees make satisfy them is critical. Of course, you can't let employees run wild and give away huge amounts of money in order to satisfy your customers. Set a monetary limit, maybe a ceiling of \$50. The Ritz-Carlton, by the way, has a limit of \$2,000, but that's because it's a luxury hotel chain with hotels at exotic locations throughout the world.

Marketing Money

You're probably thinking, "If I empower my employees, it's going to cost me money—money I don't want to spend." Look at that money as marketing money. If you spent a little money to retain current customers, you won't have to spend as much to attract new customers to replace those you lose.

Let me give you an example of how one company lost me—and my money—as a customer. Eighteen months ago, I purchased an orchid plant for my wife from Trader Joe's. It quickly died, and I went to return it. The employee I spoke with told me there was nothing he could do about it. I then spoke to the manager who told me he could not give me a refund because I didn't have a receipt, I had not purchased the plant there, and they don't sell orchids. I put the dead plant on the counter, said some nasty words, and told him I would never be back. So, for the \$20 the manager wouldn't refund me, he has lost my business forever.

The supermarket industry is the most customer-service industry in the United States. If I buy tomatoes and they go bad within a few days, 99 percent of supermarkets will gladly give me a refund—most of them without requiring a receipt. They wouldn't think twice about denying me a refund and losing me as a customer for something that will cost them less than \$10.

The Lifetime Value of your Customers

You can't look at the short-term impact of poor customer service; you must look at the lifetime value of your customers. For example, supermarket customers spend, on average, \$7,169.58 a year. The lifetime value of that customer is \$437,344.46. Are you willing—as, apparently, Trader Joe's was with me—to lose that money because you won't reimburse a customer \$20? The answer should be clear.

Amazon understands the importance of empowered employees. Returns are quick and easy, and the company maintains records of each customer's purchases so there is no need to produce a receipt. It's so easy to do business with Amazon that its 2021 sales increased 22 percent—a whopping \$83.7 billion—over the previous year.

It's impossible to be a customer service leader without having empowered employees.

When your employees make empowered decisions, support them,

recognize them and—celebrate them. Doing so will send a message to other employees that you support them in their efforts to ensure that your customers are happy. The result will be an increase in your customer base, which translates to an increase in sales.

About the Author: John Tschohl is the founder and president of the Service Quality

Institute—the global leader in customer service—with operations in more than 40 countries. He is considered one of the world's foremost authorities on all aspects of customer service and has developed 17 customer service training programs, including Empowerment: A Way of Life, that are used by companies throughout the world. His monthly strategic newsletter is available online at no charge at www.customer-service.com. He can also be reached on Facebook, LinkedIn. and Twitter.

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There were several Covid relief programs enacted to help businesses

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Carnival deploys Menu Mate food ingredient program software helps guide guests with food allergies

Miami, FL – Extensive dining options help feed the fun at Carnival Cruise Line, and as anyone with food allergies knows, having a variety of healthy choices is more than just enjoyable – but also important to safety. That's why Carnival is now introducing the Menu MateTM food ingredient program fleetwide to accommodate guests with special diets more efficiently than ever.

"Making sure everyone is included in the fun and has the best experience possible is extremely important to us," said Christine Duffy, president of Carnival Cruise Line. "We are always looking for new ways to help our crew enhance our guests' experiences, and that's exactly what this new program is doing on our ships for those with food allergies."

Easily operated on touch-screen tablets at food venues across the

The new
Menu Mate food
ingredient program
works simply for
both guests
and crew.



Carnival fleet, the Menu Mate food ingredient program is powered by award-winning CertiStar software to mitigate the risks of allergic reactions. The new program is a first among major cruise lines.

"I'm a lifelong cruiser, with my first time on a Carnival cruise as a teenager, so I know firsthand how important it is to make the most of every moment with family and friends. As someone with food allergies, I don't want to waste time deliberating over what I can eat, so I'm especially excited to help share this effort with my fellow cruise lovers," said Shandee Chernow,

CEO and founder of CertiStar.

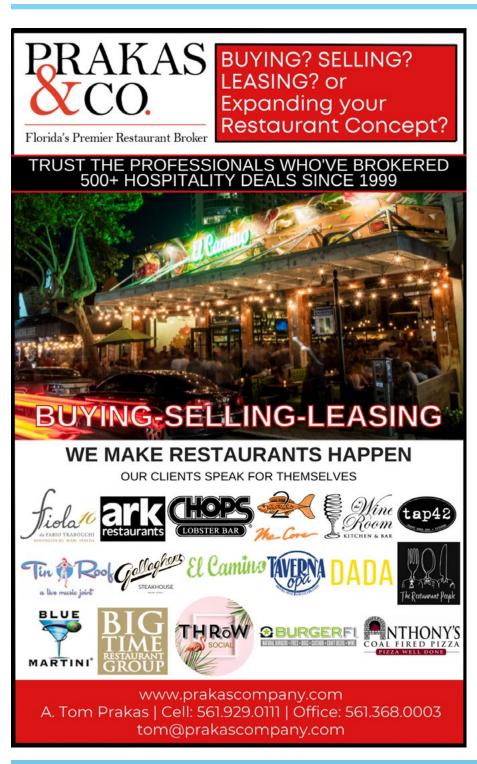
The new Menu Mate food ingredient program works simply for both guests and crew. Staff will ask guests about food allergies and enter any restrictions into the program. The software will then sort through all available options and display which items are allergen friendly, which options can be modified to exclude allergens and which selections should be avoided. If preferred, guests can also use the Menu Mate designated tablet themselves to enter in their own allergy/dietary information and then order from the options curated to meet their needs.

The program eliminates the lengthy process of conferring between guests, wait staff and chefs over the ingredients of menu items and possible substitutions. Now that the process of selecting items with allergen friendly ingredients is simplified, it is also no longer necessary for guests to inform Carnival of food allergies in advance of their cruise. To ensure the program's efficiency, Carnival culinary staff studied recipes

across the line and worked to capture any potential allergen conflicts by inputting accurate ingredient information into the CertiStar

software. To use the program directly and research allergen friendly options on their own, guests will be able to find a Menu Mate tablet on display near the Lido buffet stations as well.

About Carnival Cruise Line: Carnival Cruise Line, part of Carnival Corporation & plc (NYSE/LSE: CCL; NYSE: CUK), is proud to be known as America's Cruise Line with a total of 23 ships, sailing from 14 U.S. homeports and employing more than 40,000 team members from 120 nationalities. Carnival's newest ship, Mardi Gras, featuring the first roller coaster at sea and the first cruise ship in the Americas powered by eco-friendly Liquefied Natural Gas (LNG), sailed from Port Canaveral, Fla., July 31, 2021. As part of its 50th Birthday festivities, Carnival Celebration, sister ship to Mardi Gras, is scheduled to debut in late 2022 from PortMiami, as well as Carnival Jubilee from Galveston in 2023.





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KEYNOTE SPEAKER Chef Robert Irvine

Robert has also hosted or appeared on Food Network's Worst Cooks in America, Next Iron Chef, Restaurant Express, Chopped: Impossible, Guy's Grocery Games: Impossible, A Hero's Welcome, Food Network Star, ABC's





Harri launches products for service workforces

Completes the first employee experience platform

In response to the most challenging labor market conditions in over 30 years, Harri, a revolutionary Human Capital Management platform serving over 20,000 restaurant and hotel locations and 4 million hospitality employees globally, announced the launch of three integrated product suites that extend Harri's current talent acquisition and workforce management capabilities to create the first scalable, end-to-end Employee Experience Platform, built from the ground up for hospitality and other service workforces.



CoreHR consolidates data and streamlines human resource workflows across multiple HR systems, connecting individual employees and their teams to the wider organization. Harri iQ, an analytics platform, allows business operators to interact with their data in a consumer-minded way. CommsHub is a customizable communications

platform that enables managers to connect with frontline workers across mul tiple locations and teams.

"This new product collection is a game-changer for the hospitality industry and can revolutionize how these businesses operate. It allows organizations to breathe new life into the employee-employer relationship at a time of profound change," said Harri founder and CEO Luke Fryer. "These tools further our commitment to frontline employees — from application and onboarding to helping them manage their schedules to data analysis that will improve their day-to-day. Managers win, too. They get seamlessly integrated products that make their work more efficient."

CoreHR delivers a unique payroll-agnostic approach and provides frontline employees and managers with a onestop shop for their daily needs, including the ability to view their pay stubs, manage their schedule, and more. Harri iQ synthesizes HR data with information from across the organization, enabling leaders to predict the future health and needs of the business based on the performance and sentiment of their team. CommsHub weaves communications into daily workflows within a secure environment and makes the connection between employees and the organization more effective.

TOOTRU

TOOTRIS partners with Quality Restaurant Group on child care resources

San Diego, CA - For working parents in the restaurant industry, Child Care can be a constant challenge with ever-changing day, night, and weekend schedules. That's why Quality Restaurant Group (QRG) recently announced it is partnering with TOOTRIS On-Demand Child Care to provide Child Care benefits.

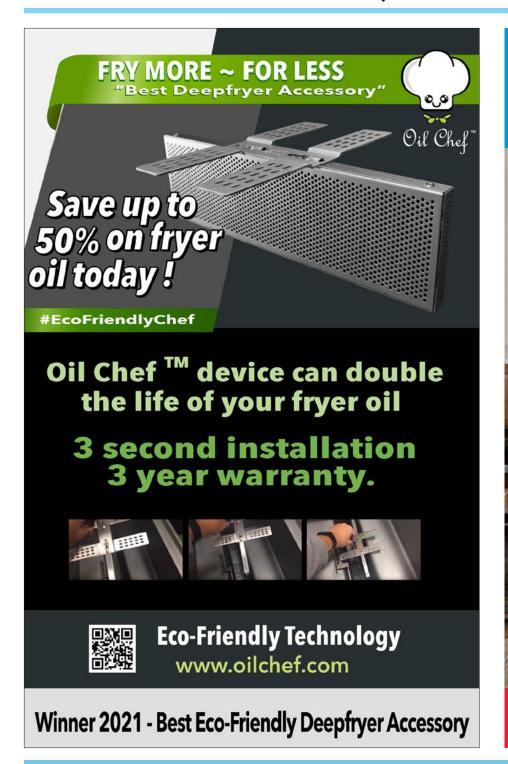
Under the partnership with TOOTRIS, eligible individuals employed within QRG's 300-plus restaurants across 15 states — including Arby's, Sonic, Pizza Hut, and Moe's Southwest Grill — can now easily find and connect with thousands of Child Care providers and enroll directly from their computer or mobile device.

"We pride ourselves in being a 'people-first' organization, and that starts by understanding the challenges our employees have when it comes to Child Care," said Matt Zeiger, CEO of Quality Restaurant Group. "Our partnership with TOOTRiS will help

our working parents arrange for reliable Child Care, even during non-standard hours which is common in our industry, especially for members of our management teams. People are our most important resource, and the more peace of mind they have knowing their children are well-cared for, the better it is for them and our customers."

The food and restaurant industry has been through a lot over the last two years. According to the National Restaurant Association, employment dropped by one million workers from pre-pandemic levels as nearly 90,000 restaurants were temporarily or permanently closed. As the economy is returning to full strength, competition for employees is also increasing. The most impactful way food and restaurant businesses can hire and retain workers is to offer new and better benefits. That's why many companies in

See TOOTRIS page 13



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So you want to open a food truck?

By Joe Camberato

CEO of National Business Capital

Here are some tips for getting the financing you'll need to get started

Food trucks are popping up everywhere. In fact, there are currently 35,512 food trucks in the U.S. - a 13.7% increase over the total number in 2021.

It's no surprise entrepreneurs and restaurants are jumping on the food truck bandwagon. Owning a food truck can be a highly profitable business and a great source of additional cash flow. Best of all, launching a food truck business generally involves fewer start-up and operational costs than a traditional restaurant.

While getting started is relatively easy, one hurdle that many entrepreneurs face is the fact that many financial institutes consider food trucks a "transient business," - which makes securing financing a bit more challenging. The typical start-up cost for a food truck business is generally between \$50,000 to \$250,000. Financing the vehicle itself and necessary kitchen equipment will take up the largest percentage of those costs.

A merchant cash advance is essentially an advance on your business's future sales.

Credit score matters

As a rule of thumb when financing a food truck, banks are looking for a credit score of 680 or higher. Obviously, there is some flexibility in this. There may be some wiggle room if you have a substantial down payment to make or can use the vehicle itself as collateral.



On the other hand, online and FinTech lenders will probably be more flexible, but their rates may be higher.

You'll need to shop around for the right deal, as the type of lending product you ultimately select will have an enormous impact on your approval odds. Some food truck financing solutions emphasize your credit score over other criteria and vice versa, so it's best to identify your strengths and find the right lender to fund your venture.

Basic bank lending options

If you already own a business or a restaurant and want to add a food truck into your mix, you'll qualify for either an equipment loan or a working capital loan. For an Equipment Loan, you'll typically need to provide a small down payment, and your tricked-out food truck itself will act as collateral for the loan.

Working Capital loans are shortterm loans designed to give you an influx of cash to buy inventory ahead in anticipation of a busy period or, conversely, to get you through a slow period such as winter when food truck sales are slower.

Alternative lending and merchant capital financing

Many people think that merchant cash advances are only for retail businesses or wholesale suppliers, but this financing type is popular among all types of businesses - including food trucks.

A merchant cash advance is essentially an advance on your business's future sales. In other words, you'll receive a cash injection now, which you'll repay as a percentage of your future credit card sales.

Merchant cash advances work incredibly fast and are best for short-term financing needs. Your credit score will also have less weight when you apply for this type of financing.

When you have no cash or suffer from bad credit

If cash flow is tight or you're not in a good position to secure financing, consider renting a food truck to get your business started. Renting a vehicle gives you the luxury of seeing if you can make the business work and what kind of monetary success the business is capable of achieving.

You might have to borrow from family or friends or max out a credit card to initiate the rental, but this is probably the least risky way to determine if the business is right for you.

Which is right for kick-starting your food truck dream?

Finding the right solution depends on so many different factors; it might be best to consult a business advisor to go over the details of your particular set of circumstances. They can help you identify options with the lowest possible interest rates, the most appropriate funding amounts, and the best repayment terms.

How long you've been in business, what kind of down payment you can bring to the table, and your credit score are all major factors, especially when looking to secure a bank loan. But don't let a bank manager stand between you and your dreams. There are other lending choices available that will be the right fit for your new business.

If you're unsure about which food truck loan is best for you, consider consulting with an expert business advisor.

About the Author: Joe Camberato is the CEO of National Business Capital, the leading fintech marketplace offering streamlined small business



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What's Going

trendsetter in food development and former founder and president of Stockpot Soups. FortunFoods.com.

FAT (Fresh. Authentic. Tasty.) Brands Inc. has announced that it has agreed to acquire the franchised chain of stores known as Nestlé® Toll House® Café by Chip® from Crest Foods, Inc. and rebrand the stores as Great American Cookies. The acquisition is expected to increase FAT Brands' foothold as a leader in the dessert category within the cookie and ice cream spaces, joining its existing Great American Cookies and Marble Slab Creamery brands. This acquisition will add to FAT Brands' Atlantabased manufacturing facility, providing supply chain efficiencies and cost-savings, as well as increasing the scale that will result from increased manufacturing volume.

Planning Stages are in the works build the first of 2 phases at a project

called Dadeland Hyve in South Miami. Dadeland Hyve Phase 1 is proposed to include residential units. When all phases are complete Dadeland Hyve is planned to have two new 25-story condo towers, a hotel,

an office tower, retail and restaurants. There is a planned Phase 2 as well. Keystone is the project developer.

Repetitive stress injuries (RSIs) are a hazard of working as a professional cleaner, but it doesn't have to be this way. Hospeco Brands Group, which comprises Acute Care, Adenna®, HOSPECO®, Nilodor®, and other popular brands, continues to improve working conditions for these vital members of the workforce with the

new Sphergo® line of ergonomic surface cleaning tools, specially designed to reduce RSIs. A common technique for floor cleaning is to walk backwards with a **CENTREPARTNERS™**

mop while using a fig-

ure eight or S-motion to wipe the floor. Achieving this pattern with a traditional straight mop requires excessive and repetitive wrist movement — first

> twisting the mop handle repeatedly and then repeatedly changing rotation. Hospeco Brands Group's new Sphergo Swivel, with patented Sphergo Ball Handle and curved pole design, achieves the same motion with

minimum exertion — in fact, it can be achieved with one finger.

Centre Partners, a leading middle market private equity firm with offices in New York and Los Angeles, announced that it has completed its acquisition of Captain D's Seafood and affiliated entities, a leading seafood-themed quick service restaurant group. Terms of the transaction were not disclosed. Bruce Pollack, Managing Partner of Centre Partners, said, "We are excited to have the opportunity to partner with Phil Greifeld and this experienced executive team once again.

> Rockless Table recently debuted their "99 Problems" campaign. Rockless is the solution for one of the most com-

mon complaints and frustrations for owners, workers, and customers alike across the restaurant and hospitality industry – the annoying wobbly table. Rockless Table has eliminated the hassle of "fixing" this age-old problem with its revolutionary self-stabilizing technology. The table bases are available in bar and dining height and provide three styles to choose from: T-base, standard, and flip-top for those short on space. Rockless Table President is James. Nick

feet at the center, while Hooked Sea to Table and The Salty Butcher will occupy 3,269 square feet, according to filings with the state. The Hub's restaurants include many of the same ones as those at the venue's first location, near Seaside, Fla., according to Real **Estate Weekly.** The publication names A.P. Coffee & Bakery, Gallagher's Steak and Seafood, Ginger's Sushi & Juice and Pizzeria Flora as other tenants at the venue.

Located at Alma Drive and State Highway 121, The Hub will include 23,000 square feet of total restaurant space, 5,200 square feet of event lawn space, a 13,000-square-foot plaza and a 15,000-square-foot, two-story dining pavilion.

◆Today's Restaurant News Networking Group has recently launched a new campaign to position the members of the TRN Networking **Groups** as experts in the industry with the ability to solve problems that arise for restaurants in this challenging environment at no charge. Restaurant owners, managers or chefs can submit a question whether they are in the planning stage or have been open for a while. info@trnusa.com Meetings are also available to attend at no charge on Friday at 9AM or 11AM. Visit www. trnusa.com/network-group/

Today's Restaurant invites you to submit information for the What's Going On column at any time. Please e-mail your company or product info to terri@trnusa.com and try

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and an upscale butcher shop are three of the 10 concepts slated for The Hub, the nearly 3-acre open-air entertainment venue set to debut later this year at The Farm in Allen TX. Macho Taco will lease 3,840 square

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Rise from page 1

franchise sales and effective consumer marketing initiatives designed to increase unit-level sales. Tp

About Rise Southern Biscuits & Righteous Chicken: Rise was founded in 2012 by Culinary Institute of America-trained chef, Tom Ferguson. Described as a mixture of 'old school, new school and our school,' Rise serves up unique chicken sandwiches, biscuit and donut offerings and is constantly rotating in new features to keep the menu fresh and intriguing. Rise's innovative concept and expansive growth earned the brand the #22 spot on Fast Casual's 2021 'Top 100 Movers & Shakers' list and was also ranked as one of 'The Best Biscuits In The U.S.' by Food & Wine Magazine. Rise - risebiscuitschicken.com currently operates 16 locations in six states, with over 100 units in development in major U.S. media markets.

franchise development firm in the country, Fransmart turns emerging restaurant concepts into successful national and global brands. Founded by Dan Rowe, the man who identified and grew brands such as Five Guys Burgers & Fries and QDOBA Mexican Grill from single unit businesses to the powerhouse chains they are today, Fransmart's formula for success is finding emerging brands ripe for expansion and building successful multi-unit franchise businesses across the U.S. and globally. Fransmart's current and past franchise development portfolio brands have opened more than 5,000 restaurants worldwide, and facilitated franchise investments that have cumulatively generated 1-billion in revenue to date. For more information, visit www.fransmart.com, Facebook at facebook.com/fransmart, Twitter at twitter. com/FransmartSocial, LinkedIn at linkedin. com/company/fransmart and Instagram at instagram.com/fransmartsocial.

10

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NEW NETWORKING GROUPS COMING SOON!

8 tips from page 1

opportunities for job training, mentoring, and promotions for hard workers. Recognize that employees who gain new skills and knowledge through professional development become more effective, efficient, and empowered, and are better equipped to handle new tasks and responsibilities.

- **2. Cross-train.** Cross-training goes hand-in-hand with professional development and keeps employees nimble. Cross-training for different roles helps stave off boredom and allows staff to learn new skills, so encourage employees to regularly swap roles. Front-ofhouse staff should be trained for backof-house roles (and vice versa) so employees can be deployed wherever they're needed. This tactic can be valuable for career progression, helping employees gain necessary experience to advance. Positions like restaurant manager emphasize customer service skills, which can be honed by interacting with guests as a server. Crosstraining staff can be invaluable if an employee is out sick, or if the kitchen is overwhelmed with orders and needs more people to pitch in to help.
- **3. Provide the right tools.** For overwhelmed, overworked employees, having to deal with faulty equipment, a glitchy computer, or dated software can be extremely frustrating. Ensure that your teams have the necessary equipment (including integrated

software) to maximize productivity and minimize frustrations. And be sure that you aren't relying on disjointed tech stacks that don't work in harmony—another common frustration among dissatisfied workers.

Eliminate the problems, if you can, or at least make them feel more manageable.

- 4. Make employees' lives easier. While you can't get rid of tedious chores like inspections and line checks, you can make these processes easier, faster, and more accurate with digital tools. Today's innovative tech solutions allow employees to conduct necessary checks efficiently, so they can quickly move onto their preferred tasks, like interacting with guests and cooking delicious meals.
- **5. Conduct "stay" interviews.** Most people are familiar with "exit" interviews, but by the time you have these conversations, the unhappy employee has already quit. Therefore,

make it common practice to conduct "stay" interviews, as well. Check in with current staff to ask how things are going, determine whether they're happy in their job, and find out what (if anything) is bothering them. Giving employees a voice – and asking for their opinions – are proven ways to improve employee engagement. Employees are more likely to feel invested in your organization if they feel like their opinions matter.

- 6. Identify (and resolve) pain points. As a next step from your "stay" interviews - and other conversations with staff – identify (and fix) any problems or stressors. Some employees leave because of ongoing problems that no one is addressing. Perhaps they want better communication with their managers, they're not getting their preferred shifts, there are conflicts with colleagues, they're habitually dealing with difficult guests, or they're feeling overworked and burnt out. Eliminate the problems, if you can, or at least make them feel more manageable. Helping to reduce employees' stress - and showing that you care about their happiness - can dramatically increase loyalty and retention.
- **7. Use a digital scheduler.** Stop relying on manual scheduling systems and using post-it notes to remember shift swaps. The scheduling process is significantly easier when you use tech tools instead. Many restaurant employees quit because they can't get the shifts they want, so use digital tools to help

ensure that you're properly utilizing all employees and giving them their preferred shifts, whenever possible. Additionally, you can easily see if any employees are being overutilized, which could lead to burnout. Tech tools can also use historical sales patterns and other relevant data to help prevent your restaurant from being over or under-staffed on any given shift.

8. Thank your employees often. A simple thank you goes a long way. Show appreciation for your employees and their hard work. Acknowledge your employees during staff meetings and on social media. Give bonuses or small gifts. Celebrate birthdays and anniversaries. Write thoughtful notes. Staff members will be more inclined to work harder – and stay longer – if they feel appreciated.

Restaurant owners and managers have repeatedly heard about the need to provide competitive salaries and appealing benefits to keep employees happily employed. While those things are certainly significant, don't discount the importance of improving communication with your teams, providing the right tools for the job, solving problems, providing learning and advancement opportunities, and showing sincere gratitude for employees' efforts, resilience, and loyalty.

About the Author: Greg Staley is the CEO of SynergySuite, a back-of-house restaurant management platform. Greg focuses on facilitating better visibility and increased profitability for restaurant chains through the use of intelligent, integrated back-of-house technology. Greg at greg@synergysuite.com.

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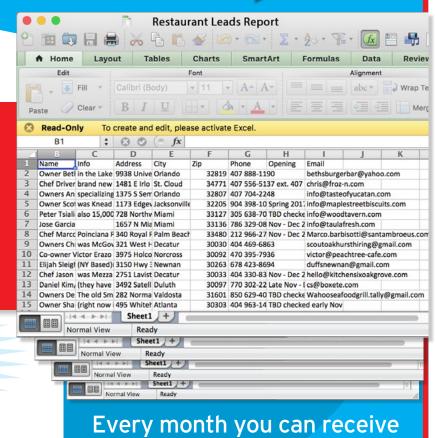
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Waiting tips

John W. Mulholland ◆ Today's Restaurant Contributor

Over the years I have eaten out way more times than the average person. I like working with people in the business. I rely on the waiter/waitress on my food orders all the time for suggestions. However, over the years I have noticed things that restaurants miss. Simple things they can do that would separate them from other restaurants. Here are some of these tips:

- 1. Business cards: If you work especially in a high-end restaurants get them. You work hard all night on building that relationship. Make sure they come back and ask for you. I still have my business cards from restaurants I have been to in Europe.
- **2. Lemons:** Restaurants spend money and time on them. Only about half of people want them in their drink. I say NO LEMON with my water and half the time they still bring me a Lemon. Wasted time and money.
- **3. Listen:** *See above example:* Listen to the customers wants. Make sure they get all their order out before leaving the table. I recently went to eat at a place where I was the only one that didn't get to order an entree. I was never asked.
- **4. Customers using technology:** I have gone out to eat several times and

told the wait staff I am waiting on someone. The rest of the party will text me what they want or call me. When they show up at the restaurant they'll ask me where their order is. A lot of times I have to say they never came back. The wait staff was waiting from them to show up in person. Check on them even if no one has come in yet.

- 5. Don't buss the table until the tab is paid: I have an esophagus problem. I get food stuck in my throat once in a while. I have to go back to the restroom. When I return a lot of times they went ahead and took my food and drink. I once saw an elderly couple go to the bathroom at the same time. When they got back their food was gone. They were halfway thru their meal.
- **6. Ice:** When getting ice water don't use so much ice. It's cheaper in the non-frozen state than frozen and less trips back to the table.
- **7. Silverware:** Bring this out first. I have lost track of how many meals I have sat down to eat without Silverware AFTER the food has gotten to the table.
- **8.** Take care of the customer first: You would think this would be easy. So many times I have had to sit and wait on someone to wash dishes or do some

other task before seating me or taking an order. Many of these times I am the only customer in the building.

9. Know your product: So many times I ask a bartender for an IPA beer. They respond back with "What is an IPA". Or I ask them what is good on the menu. Nothing worse than a bartender/waiter than doesn't know their

product. Have them all eat everything on the menu so they can rely that to the customers

10. Ask who is paying the bill: nothing delays things longer at a restaurant then trying to figure who owes what when it's all on one bill.

About the author: John W. Mulholland 3 can be reached at SSC /678-362-7307

Tootris from page 8

the industry are coming to TOOTRIS for turnkey Child Care benefits that yield the highest ROI.

TOOTRIS — with more than 180,000 Child Care providers in its nationwide network — gives business leaders a competitive edge with Child Care benefits that increase their ability to attract and retain workers, improve morale, and increase productivity. Most significantly, it creates a working environment where working families feel supported and encouraged to advance in their careers.

"Finding Child Care can be an emotional struggle for restaurant

employees, impacting the well-being of their whole family," said Alessandra Lezama, TOOTRIS CEO and select member of the ReadyNation Task Force on Early Childhood. "Through TOOTRIS, QRG is taking a proactive approach in helping their managers find affordable, high-quality care so they can provide the best service possible. I applaud QRG for taking this initiative. Together, we can help transform the Child Care environment into one that benefits families, employers, providers, and the economy."

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Dronedek announces new **Speedy Eats partnership**

Dronedek Founder and CEO Dan O'Toole fields dozens of contacts each week from organizations interested in working with his company, which is one of the first in the world to offer a secure, smart mailbox designed for autonomous deliveries. It's a happy situation for any startup founder, but it also serves as inspiration for the always iterating business leader.

"It's really cool to be at the forefront of a transformative industry and to see so many others whose innovations dovetail perfectly into ours," says Dan O'Toole, Founder and CEO of Dronedek. "Consumers want increasingly faster deliveries of the products they buy whether that's lunch, medicine, or any other item. They also want a secure and reliable way to receive those products, and that's what we provide."

As a case in point, Dronedek recently entered into an agreement with Speedy Eats, which is developing mobile kitchens designed to be located in parking lots to provide quality food fast via drive-thru and autonomous delivery.

"Speedy Eats is the first auto-

mated restaurant on the planet," said Founder and CEO Frederick Speed Bancroft. "Bringing Dronedek into the mix will make our customers' experience even better."

Speedy has the capability of serving customers via delivery and/or takeout all from its patent pending platform. Speedy Eats serves pizzas, BBQ, chicken tenders, wings, breakfast items, salads, wraps, sushi, subs, chicken salad, cold beverages, side items and condiments. The restaurant units are all electric and designed for high-traffic spaces.

Fortune Business Insights estimates the overall drone package delivery space to be worth \$51 billion by 2028.

About Dronedek: Dronedek is one of the first companies in the world to focus on package security for traditional and autonomous delivery methods. Designed to accept autonomous delivery, the Dronedek mailhox also accents traditional mail delivery and is destined to become an everyday utility service like power or water. The device will keep packages hot or cold; will alert users to package arrival; recharge drones; and even serve as an emergency alert if need be. An app controls when the device is opened and its emergency alarm features. See the mailbox and learn more at www. Dronedek.com.

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