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Click me to find out what's new in 2022!

10 trends everyone in the hospitality industry need to know in 2022

By Jonathan Morse
Founder and CEO of Tripleseat

The events and hospitality industry is busier than ever in 2022, and your venue is in a prime position to drive revenue. If you want to increase bookings, it's important to be on top of the right trends that are dominating the industry.

We've got 10 trends that you should be aware of to make sure you're on top of your game and your booking calendar is full.

1. Consumers are planning multiple events in advance.

People are ready to party in 2022, and they're partying a lot. In a consumer survey, 40% shared that they are planning between 3 to 5 events this year. And they spend a lot of time on the details to get these celebrations right; they start their event planning between 1 to 3 months in advance.

2. Event spending is going up.

In 2021, 62% of consumers said they were budgeting \$5,000 or less on events. This year, they're spending an average of \$6,947 per event. This means more profit for venues and vendors in the



Jonathan Morse

hospitality industry.

3. Birthday parties are the most popular reason for celebration.

Whether it's a milestone birthday or one of the years in between, birthdays are the top reason for holding events and celebrations. It's not hard to see why: they're easy to plan and can range

from a group dinner to a buyout blow-out. The upsell opportunities are limitless for birthday parties. Start with a basic bash and then offer extras like a signature cocktail, Instagrammable decor, or an over-the-top dessert.

4. Pictures (or videos) are worth a thousand words.

In the social media world we live in, visuals dominate our day. Whether it's Instagram, Facebook, TikTok, or a website, we are constantly looking at videos and photos that tell a story. Images and videos play an important role in consumers' decisions to book a venue. Photos and videos are two of the top five things consumers look for when selecting a venue.

5. Response time matters.

When consumers are planning events, they want to confirm details quickly. Venues need to act fast, as 92% of consumers said they would like a response within 48 hours. Don't lose business because another venue was faster to respond.

6. Catering is in demand.

Consumers who are holding events

See 10 TRENDS page 14

95-year old Rainbow Cone brings iconic Chicago treat to new communities

Regional favorite expands with exciting opportunity for operators and investors to share rainbow cone passion, flavors and values beyond the windy city



Kathryn Sapp, co-founder of The Original Rainbow Cone

Chicago, IL - Rainbow Cone, a Chicago tradition for over 95 years, has announced a new franchise partner program. The uniquely designed program, created with third-generation Rainbow Cone Owner Lynn Sapp, and the Buonavolanto Family, will expand the Rainbow Cone family and its celebrated history, flavors and values to new communities throughout the Midwest, Southeast and South/Southwest. It enables entrepreneurs passionate about the classic Chicago treat to join the company and share the Rainbow Cone legacy.

"There's long been a deep love for Rainbow Cone among entrepreneurs who have often inquired about bringing its classic flavors to their own communities," said Lynn Sapp, third generation Owner. "Our new franchise partner program was carefully created to extend our family operation nationwide."

Founded in 1926 by "Grandpa Joe" Sapp, who was never satisfied with just one ice cream flavor, Rainbow Cone features five delicious flavors on a single cone, including chocolate,

See RAINBOW CONE page 12



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What's Going On

Important new products, corporate news and industry events

Brew Theory recently announced plans for **Brew Theory Marketplace**, a 12,000 square foot food hall coming to Apopka City Center located at 580 E Main St. Opening summer 2023, the food hall will feature food, retail, and beer and bar offerings.



PepsiCo has recently broken ground on its \$260 million project in **Tucker, Georgia**. PepsiCo Beverages North America located at 1644 Rock Mountain Blvd., is expanding its manufacturing facility by over 250,000 sq. ft. The facility when completed in a few years will create many new jobs for the state. PepsiCo currently employs over 5,000 people across Georgia.

New is **Veggies Made Great** - a line of veggie-rich muffins and frittatas now available to foodservice to satisfy the growing demand for convenient, better-for-you menu options. The 2-ounce muffins and frittatas are made with naturally nutritious ingredients with real vegetables as the first and primary ingredient. Veggies Made Great



has partnered with Elohi Strategic Advisors to help lead their entry into the foodservice channel. "We're excited to launch Veggies Made

Great into foodservice," said Elliot Huss, CEO, Veggies Made Great. "Our goal has always been to make delicious, healthy plant-based foods convenient

and accessible to everyone. Foodservice is the next step in bringing this goal to life." Visit www.veggiesmadegreatfoodservice.com.



Filippo Berti, Chairman and Chief Executive Officer of the Ali Group, has

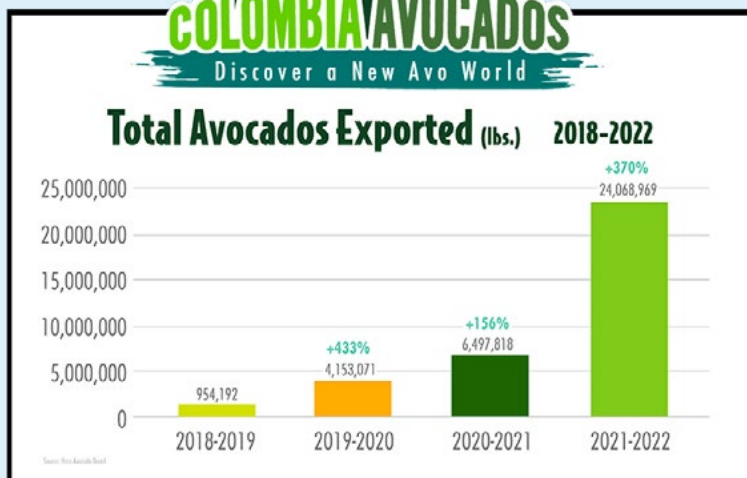


David Kalinowski

announced **David Kalinowski** has been named **President of ACP Inc.**, effective immediately. In his new role, Kalinowski will assume the role previously held by Kevin Clark, who is now President of Welbilt. Kalinowski will be responsible for the day-to-day

management of ACP Inc. (Amana® Commercial, Menumaster® Commercial, XpressChef®). Founded in 1963, the Ali Group - www.aligroup.com - is an Italian corporation with headquarters located in Milan, Italy, and North American operations based in Chicago, Illinois. Through its subsidiaries, the company designs, manufactures, markets and services a broad line of commercial and institutional foodservice

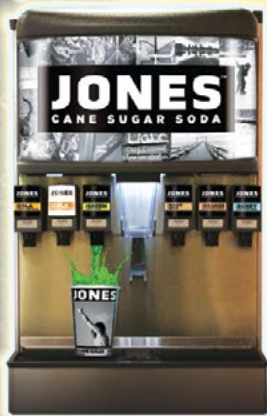
See **WHAT'S GOING ON** page 10



The **Colombia Avocado Board** (CAB) recently announced a 270% increase in total avocado pounds shipped to the U.S. for the 2021-2022 season. This data is provided by the Hass Avocado Board who tracks shipments and sales of Hass avocados from all growing regions. HAB and other member associations, including CAB, have collectively spent hundreds of millions of dollars promoting avocados in the U.S. in the last decade. The heavy promotions have led to year over year growth and Colombian growers have successfully met that rise in demand with nearly 300 avocado orchards across more than 9400 hectares completing the necessary certifications to ship product to the U.S. Visit avocadoscolombia.com to learn more about promotional programs, availability and getting started with Colombia Avocados.

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Appell Pie

Stop whining about my emails

Howard Appell ♦ Today's Restaurant Publisher

I am very mad at some of you. I am disappointed, shocked and annoyed but unfortunately the people I am directing this to will not get to see this column, they opted out of my emails. What really gets me hot is the excuse that some have given, "I get too many emails from you" I don't send emails of cute puppies, videos of skateboarders crashing or teenagers jumping off the roof of their house into a pool. No, you don't get enough emails from me. Let me explain how this works.

Pandemic, economics and world tensions have caused a major shift in how we are going to live our lives.

First of all many of those who opted out have gone out of business from the effects of the pandemic and just plain bad business procedures. Too many emails? I send out a maximum of two emails per day to restaurants on behalf of our advertisers, who pay me to do it, and they are providing a service or a product that any restaurant owner needs to run their business more profitably. It's our job to send these emails to you and your job to read them to ensure you're up to date on the newest in the industry. Too many emails?


If you were opening my emails and not doing the same thing over and over again hoping for a different outcome (The definition of insanity) you wouldn't see so many emails from our Auctioneer clients alerting you to the sale of the contents of restaurants who never read my emails. Too many emails?

If you get an email from me on Monday and you ignore it, you will

get the same email again on Thursday or Friday so to cut down on your volume of my emails open the first one and take a quick look. You'll be amazed at the information coming your way. My Monday morning email always has a new article hand-picked to help you or inform you. Have you ever looked at my website www.trnusa.com at least once a month to read the articles designed to inform you and excuse me for saying it, to educate you? Education is the key to success in any industry so be open minded and read some of them. Too many emails?

I can't believe how some of you are so closed off to new ideas that can help you save money in this critical economic period. For example, how would you like to have a third party buying service sourcing the food you need and saving you money while doing it for no money out of your pocket. How about a company willing to audit your utility bills for no upfront fees and getting you a refund for any overpayments you might have made. How about getting a refund from Uncle Sam for payments you made during 2020 and 2021 to keep your w-2 employees on the job with no up-front fees. <https://trnusa.com/apply-for-your-erc-recovery-funds-now>. Too many emails?

What I'm trying to get across here is tough love. You can't or won't be able to appear on Restaurant Impossible but you can get tough love from my emails. Too many emails?

I recently attended the FRLA summit with Keynote speakers Senator Marco Rubio and Chef Robert Irvine and both men had the same message for the industry in attendance, nothing as we knew it will ever be the same. Pandemic, economics and world tensions have caused a major shift in how we are going to live our lives. We need to adapt and learn how to succeed in this new environment. Too many emails? I think not. 

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Report: Hotel's recovery continues but workforce challenges remain

AHLA's 2022 Midyear State of the Hotel Industry forecasts nominal room revenue, state & local taxes to rise

Washington, DC – Midway through 2022, the hotel industry continues to make strides toward recovery, with nominal hotel room revenue and state and local tax revenues projected to exceed 2019 levels by the end of this year, according to the American Hotel & Lodging Association (AHLA)'s 2022 Midyear State of the Hotel Industry Report.

Hotel room revenue is projected to surpass \$188 billion by the end of 2022, eclipsing 2019 figures on a nominal basis. When adjusted for inflation, however, revenue per available room (RevPAR) is not expected to surpass 2019 levels until 2025. Hotels are projected to generate nearly \$43.9 billion in state and local tax revenues this year, up almost 7% from 2019 levels.

AHLA's 2022 Midyear State of the Industry Report includes updated forecasts and trends on hotel performance and investment and traveler sentiment. It is based on data and forecasts from Oxford Economics, AHLA Platinum Partners STR and Avendra and Silver Partner JLL, and survey research commissioned from Morning Consult.



Key findings include:

- ◆ Hotel occupancy is expected to average 63.4% in 2022, approaching pre-pandemic levels
- ◆ Hotel room revenue is projected to reach \$188 billion by the end of this year, surpassing 2019 levels on a nominal basis
- ◆ By the end of 2022, hotels are expected to employ 1.97 million people—84% of their pre-pandemic workforce
- ◆ Hotels are projected to generate \$43.8 billion in state and local tax revenues in 2022, up 6.6% from 2019
- ◆ 47% of business travelers have extended a business trip for leisure purposes in the past year, and 82% say they are interested in doing so in the future

“After a tremendously difficult two and a half years, things are steadily improving for the hotel industry and our employees. This progress is testament to the resilience and hard work of hoteliers and hotel associates, who are welcoming back guests in huge numbers this summer,” said AHLA President & CEO Chip Rogers. “While these findings highlight the important role hotels play when it comes to creating jobs, spurring investment and generating tax revenue in communities across the country, they also underscore the lingering challenges posed by one of the tightest labor markets in decades. That’s why both AHLA and the AHLA Foundation are focused on helping hoteliers fill open positions.”

Like many industries, hotels continue to face a major workforce shortage that could impact recovery. In 2019, U.S. hotels directly employed more than 2.3 million people, according to Oxford Economics. This report forecasts that hotels will end 2022 with 1.97 million employees, or 84% of pre-pandemic levels. The hotel industry is not expected to reach 2019 employment levels until at least 2024. According to a May 2022 AHLA survey, 97% of hotels indicated they are experiencing a staffing shortage, 49% severely so. Survey respondents indicated they had hired an additional 23 employees per property in the last three months but were also trying to fill an additional 12 positions.

The AHLA Foundation's new national ad campaign, “The Hotel Industry: A Place to Stay,” aims to help bridge the employment gap while introducing job seekers to the 200+ career pathways and many perks the hotel industry offers. 

About AHLA: The American Hotel & Lodging Association (AHLA) is the sole national association representing all segments of the U.S. lodging industry. Headquartered in Washington, D.C., AHLA focuses on strategic advocacy, communications support and workforce development programs to move the industry forward. Learn more at www.ahla.com.

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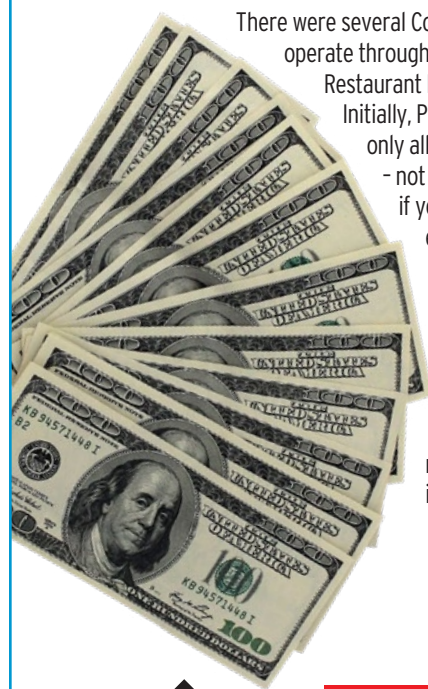
The government has authorized unprecedented stimulus, and yet billions of dollars will go unclaimed!

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There were several Covid relief programs enacted to help businesses operate throughout the pandemic (Paycheck Protection Program, Restaurant Revitalization Fund, Employee Retention Credit, etc.). Initially, PPP loans appeared easier to qualify for but the IRS only allowed businesses to pick either ERC or PPP for relief – not both. Now, the ERC program remains available even if you already got PPP Loans and businesses are also eligible even if they didn't suffer a drop in revenue.

Businesses that meet certain ERC requirements can get up to \$26,000 per employee in fully refundable tax credits. Even businesses that only experienced partial shutdowns or didn't experience a loss in revenue are qualified to receive the credit – which is something that many payroll processing companies are inadvertently giving incorrect advice about.

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Boost restaurant profits with theoretical food costing & menu engineering



Greg Staley ♦ CEO of SynergySuite

With inflation driving up food costs, restaurants need to be more concerned about profitability and more intentional with their menus. Many operators are looking at alternative ingredients (dark vs. white meat, plant-based foods vs. expensive meats, etc.) or tweaking amounts in recipes to save money. They must also track food costs, changes, and trends to make better purchasing decisions.

Restaurant tech makes it quick, easy, and accurate to assess and refine your menu.

As price soar and profit margins shrink, many restaurants are turning to theoretical food costing and menu engineering. Menu engineering, the study of the profitability and popularity of menu items, aims to increase profitability per guest. This effort is essential now that inflation is high, supply chains continue to be disrupted, and certain products are not always available.

Menu engineering helps restaurants:

- ♦ Eliminate poor-performing menu items
- ♦ Spotlight more profitable items
- ♦ Replace costly items with less expensive options, and
- ♦ Make it easier to control expenses.

Increasingly, operators are pivoting from basic food cost calculations to more complex reporting, such as actual vs. theoretical food costs (AvT). This effort examines the difference between what costs *should have been* in a specific period with what

they *actually were*, helping operators assess their restaurant's financial health and efficiency to gain more control of their food costs.

When examining your menu (and expenses), industry thought-leader Greg Staley, CEO of SynergySuite, suggests doing the following:


♦ **Use tech for more transparency.** Food costing and menu engineering are often viewed as intuitive tasks based on gut instinct or calculated on spreadsheets. These methods are inefficient and error-prone, especially for restaurants with large menus. Instead, use tech tools to organize, track, and manage food costs and profitability. Theoretical recipe tools let you adjust amounts or ingredients to determine how these changes affect your product margins. They offer accurate information about all purchases, prices, inventory, and food waste, allowing you to see and consider more precise data.

♦ **Measure profitability and popularity.** Restaurant tech makes it quick, easy, and accurate to assess and refine your menu. Reporting and dashboards provide real-time data about your best and worst sellers, plate costs, etc., allowing you to make data-based decisions about which items should be kept, replaced, or eliminated to reduce costs and boost profits. Digital tools can automate your food cost calculations, invoices, pricing fluctuation reports, and more.

♦ **Determine plate costs.** Tech solutions help operators review their recipes, inventory, and prices, generating the final cost of each recipe. While recipe costing can be done using a spreadsheet, this manual approach is difficult to maintain since prices are continuously fluctuating and recipes often evolve over time. It's much more efficient to use a digital system that automatically updates ingredient costs and other factors for more accurate calculations.

♦ **Improve inefficiencies.** Armed with valuable data, work to identify – and improve – inefficiencies. If over portioning is an issue, use a recipe management system to maintain smaller portions and minimize waste. If food spoilage is a problem, revamp your inventory management process and examine historical sales data so

you're ordering just what you need for any given shift.

Various factors impact your food costs and profit margins. Rely on digital solutions to get critical insights into food costs, price fluctuations, and other variables so you can take control of food costs and maximize profitability. 

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Franchising: The best way to expand your business

Rick Robinson ♦ President of Franchise Genesis

For many years, restaurant owners have been using the franchising model to successfully expand their businesses. There are many advantages to growing your business using franchising, but here are several key ones:

- 1) No capital funding**
Franchising allows companies to leverage the assets of others, since the Franchisees use their own capital to open new locations.
- 2) High return on investment**
Because of a much lower investment, ROI will be significantly higher for the Franchisor.
- 3) Reduction of risk**
With no capital invested in new locations, there is very little risk for the Franchisor.
- 4) No liability**
The Franchisor will not be signing contracts at their Franchisee's locations, so all liability regarding employees and the unit falls to the Franchisee.
- 5) Fast growth rate**
By leveraging the time and effort of Franchisees, a Franchisor can grow their brand much faster without adding staff.
- 6) Reduced role in daily operations**
Much less support is needed because you are coaching and mentoring

- franchise partners not employees.
- 7) Highly motivated management**
Vested owner operators take better care of their units than employees.
 - 8) Quality control**
Franchisees keep their units in better operational shape.

Franchising allows a Franchisor to build their brand presence more quickly.

- 9) Franchise performance**
Franchise units are run better and tend to outperform company owned location revenues.
- 10) Lean structure**
Franchisors only need a small staff to support many franchise units.
- 11) Brand building**
Franchising allows a Franchisor to build their brand presence more quickly.

- 12) Advertising**
Franchisees contribute to an advertising fund that is used to promote the brand, under the direction of the Franchisor.

Unfounded Fears:

- ♦ If I franchise my business, I will lose control of my brand quality. No! The Franchise Agreement that they sign and the Operations Manual outlines the standards that they MUST adhere to, or they can lose their entire investment. They are vested owner operators who care more about the quality of how the business is run than your employees do.
- ♦ I will make less money because they keep all the profits. No! You receive

at least % of every gross dollar of sales generated by the Franchisee, without any of the overhead, or employee headaches!

Franchising is the BEST way to expand your business!

About Rick Robinson: Rick is a 38-year franchise professional, having been a franchisor with five brands, and also served on the International Franchise Association's Board of Directors in Washington D.C.

About Franchise Genesis: Franchise Genesis and their affiliates are a full-service Franchise Development Company, helping hundreds of companies become Franchisors and then bringing them thousands of qualified Franchisees.

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www.franchisegenesis.com.



Rainbow Cone from page 1

strawberry, Palmer House, pistachio, and orange sherbet. Rather than scooped, the ice cream is sliced and layered, and can be enjoyed in a waffle cone, sugar cone, dish or as a cake. Since 2020, the brand has expanded by adding a second brick and mortar location equipped with a Drive-Through, three kiosk locations, and a fleet of ice cream trucks for festivals, catering, and events.

"We are committed to partnering with enthusiastic leaders, and building an alliance with our franchisees"

"We grew aggressively during COVID, which is a testament to our loyal customers, our ice cream and tireless work of our team," added Sapp.

Rainbow Cone has plans to continue expansion of company owned locations next year with three more brick and mortar locations in the Orland Park, Flossmoor, and Algonquin areas. The new franchise partner program includes In-Line, Drive-Through and kiosk opportunities, with a proven proprietary business approach developed and

fine-tuned by Rainbow Cone. It spans industry-leading technology, real estate and construction support, shoulder to shoulder training, e-learning, marketing resources and field teams to help franchise partners thrive, succeed and grow.

"The relationship with Lynn Sapp and the Buonavolanto family has been pivotal in bringing Rainbow Cone throughout Illinois over the past four years," Said Joe Buonavolanto III, Vice President of Franchise Operations and Sales. "Our new franchise partner program enables other entrepreneurs to work in synergy with us to share Rainbow Cone with as many communities as possible. We are committed to partnering with enthusiastic leaders, and building an alliance with our franchisees," added Buonavolanto.

About The Original Rainbow Cone: The Original Rainbow Cone serves ice cream featuring extraordinary flavors and textures, including the world-famous 5-flavor "Rainbow Cone," sundaes, milkshakes, and memories dedicated to last forever. After opening in 1926, the "Rainbow Cone" began its infamous reputation and quickly became the most iconic ice cream in Chicago. As Rainbow Cone works to expand their locations and showcase their new adventures, including mobile ice cream trucks, they are excited to share their love for Rainbow Cone's signature sliced cone with even more communities. The Original Rainbow Cone is also available for nationwide shipping via Goldbelly. With four locations in the Chicago area and growing, locals count on The Original Rainbow Cone as a Chicago staple and a sweet treat. For more information, visit www.RainbowCone.com or follow on Instagram, Facebook, and Twitter.



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What's Going On from page 3

equipment used by major restaurant and hotel chains, independent restaurants, hospitals, schools, airports, correctional institutions and canteens.

PreciTaste, a Vision AI platform and industry leader in operational

optimization, has raised \$24 million in Series A to continue its mission to become the standard for digital food AI management in fast casual and QSR kitchens. Developed to maximize efficiency, enhance customer experience, and reduce food waste, the largest food chains apply PreciTaste to combat the

industry's labor, quality, and sustainability challenges. "PreciTaste adapts to each operation by observing crews, then generates AI agents through data to assist them live onsite. Flexible software applications enable different use cases like demand-based cooking and ingredient preparation, real-time task management, or order accuracy. We currently have 1,500+ food AI systems deployed!"

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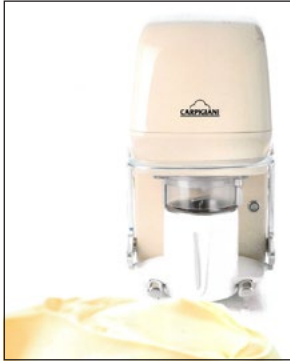
Hotel Happenings:

Fairmont Orlando, a new Fairmont Hotels & Resorts-branded hotel, is slated to open in early 2025 in the heart of Orlando's entertainment district. The new seven-story property is expected to include 550 rooms; seven elevated dining experiences, including a specialty Mediterranean restaurant, an upscale steakhouse and gourmet café and more than 40,000 square feet of meeting space.

Sports Illustrated Resort, a new premium and lifestyle resort concept from the Sports Illustrated Brand, is set to open in Orlando in 2024. The new interactive property is expected to include a host of attractions from live action sports and entertainment to quality dining concepts.

A new restaurant is coming to Hilton Head, South Carolina's Folly Field Road in spring of 2023, the Leffew Restaurant Group has announced. Lucky Beach Bar + Kitchen will be an upbeat, family-friendly dining experience with the same commitment to quality food and service that guests enjoy at Lucky Rooster Kitchen + Bar, also owned by the Leffew Restaurant Group and led by Hilton Head residents David and Carrie Leffew. Located at 14 Folly Field Rd., the new location will offer seating for more than 250 guests. David Thompson Architects, a top restaurant architecture company based in Charleston, has joined with Tom Lennon Construction to lead the massive renovation of the existing restaurant space.

A new invention now provides restaurant guests a place to store their personal belongings while they dine. Whether its phones, wallets, purses, keys or sunglasses the Din Bin holds multiple items in a secure and convenient place. The Din Bin allows space to advertise specials or promotions, place a QR code menu or generate revenue as advertising space for other businesses. For more



Carpigiani has introduced their Freeze & Go Frozen Dessert Machine. A restaurant or any other foodservice establishment can add Fresh Ice Cream, Gelato, Sorbet, Frozen Yogurt and Custard to their Restaurant's Menu with this machine, giving nice options for desserts. For the operator there are ~ 3 simple steps to make a restaurants' own fresh specialty frozen dessert.

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- 2) Push the button
- 3) Serve a fresh frozen dessert of your choice!

For details on this and all of Carpigiani's other Ice Cream Equipment, Batch Freezers, etc., visit www.carpigiani.com.

The customer experience starts in the parking lot where, too often, garbage and grease corals dominate a landscape where they should be invisible. Don't just mask issues, eliminate them. Hospeco Brands Group, which comprises Acute Care, Adenna®, HOSPECO®, Nilodor®, and other popular brands, offers the most complete weapon in this fight, the Nilodor Waste Container and Dumpster System, a product mix developed to keep dumpsters and trash cans, trash rooms, loading docks, and other high-odor areas deodorized and clean. An important distinction between the Nilodor family of products compared to other odor-fighting tools is that Nilodor products do not mask odors; rather, they eliminate them.

Visit www.hospecobrands.com.

New Veggies Made Great Stuffed Cauliflower Bites feature a crispy cauliflower crust made with cauliflower, carrots, broccoli and spinach, plus alternative flours like chickpea and rice and are filled with a blend of authentic Italian veggies and cheese. Stuffed Cauliflower Bites are available to foodservice in two flavors - Margherita and Spinach Ricotta. "We're excited to introduce our Stuffed Cauliflower Bites as a better-for-you menu option across day-parts," said Elliot Huss, CEO, Veggies Made Great. "The Stuffed Cauliflower Bites are perfect for operators looking to diversify their menu and appeal to customers seeking wholesome and delicious gluten-free foods."



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Savory Fund invests in tech-enabled solution: 86 Repairs

Savory Fund is making its first food and beverage technology investment in 86 Repairs – a Chicago-based restaurant tech company that makes managing equipment repairs as easy and efficient as possible for operators.

86 Repairs offers restaurants and other commercial kitchens 24/7/365 support for on-demand repair management and preventative maintenance programs, along with access to never-before-seen, data-driven insights on repair and maintenance (R&M) spending. The company provides indispensable R&M savings at a time when the restaurant industry is struggling to maximize profits, as customers currently see a 7X annual return on their investment.

“We’re excited to see the future of the brand as it picks up momentum and rapidly expands across the industry.”

“As restaurant operators ourselves, we know how difficult managing R&M can be,” said Andrew Smith, Managing Director at Savory Fund. “It’s been difficult to find a good solution for managing and supporting such a large part of our business until we became an 86 Repairs



customer. I’ve seen firsthand how this solution streamlines day-to-day operations, and it’s become a must-have technology for our operational service teams. We’re excited to see the future of the brand as it picks up momentum and rapidly expands across the industry.”

86 Repairs recently announced it raised \$15.2 million in Series A funding led by Silicon Valley-based Storm Ventures with participation from Savory Fund, Lightbank, TDF Ventures, Gordon Food Service (GFS), Cleveland Avenue, Tamarind Hill, MATH Venture Partners, and others. The investment will allow 86 Repairs to drive product innovation and market expansion after 3X year-over-year revenue growth.

“As restaurants continue to navigate through this difficult period, operators are looking for ways that technology can support their businesses,” said Daniel Estrada, Co-Founder and CEO of 86 Repairs. “Restaurant operators like Savory Fund are leveraging our



solution to save time and money, and we’re proud to expand our reach across the industry with their support as an investor.”

About Savory Fund: Savory Fund is an innovative private equity firm that combines over \$500 million in assets under management with a growth playbook and expertise that has been developed over 15 years of operating in the restaurant industry. Savory partners with high-potential, profitable, emerging restaurant brands, to deliver financial

capital, industry expertise, growth and revenue opportunities, profitability enhancements and new location development. The Savory team contributes directly to all aspects of growth and replication by using a proven playbook and methodology. Founder involvement in the expansion of a brand is a central theme of the Savory approach as founders carry the tribal knowledge around the uniqueness that has energized early success and is essential to future growth. Visit [SavoryFund.com](https://www.86repairs.com).

About 86 Repairs: 86 Repairs is the repair and maintenance management platform built for the restaurant industry. Our tech-enabled solution includes on-demand repair management and preventative maintenance. With 86 Repairs, restaurants have access to data-driven insights and 24/7 support to control their facilities, reduce their R&M costs, and spend less of their team’s time on equipment repairs.

86 Repairs manages the repair and maintenance process for more than 2,000 restaurant operators in the U.S. and Canada, from upscale full service restaurants to quick service franchised brands. Some notable customers include Boka Restaurant Group, Castellucci Hospitality Group, and 4 Rivers Smokehouse, and quick-service brands like McDonald’s, Jimmy John’s, Sonic Drive-Ins, Taco Bell, and many others. Learn more at <https://www.86repairs.com>.

Are your employees doing more harm than good?

David Scott Peters ♦ Today’s Restaurant Contributor



Have you ever had that feeling in the pit of your stomach that something is absolutely wrong with one of your employees? Like they’re doing more harm than good to your business even when, and especially when, you think they’re one of your best. If you can relate, then your gut is trying to tell you something and it’s usually right. Unfortunately, most of us don’t trust our inner voice enough to listen.

What are some of the key indicators you should be looking for to tell you you’re keeping a team member on longer than you should? Here are the key indicators that you have a bad team member or manager.

“Oh, I would have gotten those recipe costing cards but locusts grabbed my computer and flew away with it, so I couldn’t do my work.” “It was locusts’ fault that I didn’t do my side work. They were swarming and all I could do was fall behind. I had to leave.” It doesn’t matter the excuse; it matters that they’re offering up excuses at all.

3. They don’t think the rules apply to them. These people often think the rules apply to everybody else and not them. These special team members and special managers get away with murder, creating a negative work environment.

4. They tend to cause drama. If you’re constantly searching for solutions to complaints about an employee and nobody wants to work with them because all they do is bitch and moan, you’ve got a drama problem.

5. If you wouldn’t hire them again if you knew what you know now. Ask yourself if you would hire this employee again knowing what you now know, not what you thought you saw in them, but what they’ve shown you. If the answer is no, it is clear they’re doing more harm than good.

This is a big challenge in times of a labor shortage. Restaurants are always struggling to fill the kitchen and letting someone go means someone must step in and fill those hours and it will probably be you. But I’m going to tell you right now I would rather run short-staffed than have the wrong people on my team.

As the leader of your business, you have to move the business forward, not stay stagnant or stand still. Keeping restaurant employees who do more harm than good prevents you from doing that job. **TR**

About David Scott Peters: Visit David’s website online at www.DavidScottPeters.com

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Notable promotions and appointments

Matthew “Kush” Kusch, founder and president of Miami’s Kush Hospitality Group (KHG) is pleased to announce the promotion of Cristina Suarez to the position of Corporate Beverage Director. A born & bread Miamian of Cuban-American heritage, the 30-year-old Suarez has made her living in the food & beverage and hospitality industries since she took her first job as a bartender straight out of high school. “Cristina has been a passionate and dedicated member of our team for years and truly proven herself to be – behind the bar, as a manager or in operations – as an integral member of the Kush team,” notes Kush, who owns and operates multiple bars and restaurants throughout Dade County. “Her skill, reliability, talent and passion made her the perfect candidate to take lead as Corporate Beverage Director as we prepare for continued growth this year and beyond.”

Fontainebleau Miami Beach:

Miami’s iconic fine dining, leisure and entertainment destination has once again tapped top culinary talent for its leadership team. The Miami landmark welcomes Jean Paul Lourdes as the newly appointed Executive Director of Culinary. A seasoned culinary and hospitality expert, Lourdes will oversee every aspect of the resort’s culinary operations, including all of the property’s signature restaurants, such as Scarpetta, Hakkasan, Arkadia Grill, StripSteak by Michael Mina and La Côte. He will also assist in restaurant and menu



Cristina Suarez

development. “The Fontainebleau Miami Beach is thrilled to welcome Chef Lourdes. We know his expertise will take our culinary team to the next level and we look forward to his leadership and culinary vision,” states Vice President &



Jean Paul Lourdes

Managing Director, Patrick Fisher.

The Ritz-Carlton Ft Lauderdale:

Recently appointed is Paula DaSilva to Director of Culinary and Beverage of the property. Since she

first came on the South Florida dining scene in 2000, DaSilva has been a culinary darling; first as a rising star and later as an executive chef and one of the areas foremost talents in the realm of soulful, farm fresh cuisine. A member of the The Ritz-Carlton, Fort Lauderdale family since 2017, she initially joined the culinary team as Chef de Cuisine of its acclaimed restaurant Burlock Coast Seafare & Spirits. In her newly appointed role, DaSilva is directly responsible for the property’s culinary outlets, beverage and wine program, in-room dining, Club Lounge, stewarding, purchasing & receiving and banquet operations. 

Christina Suarez photo courtesy of the Kush Hospitality Group.

Broadline from page 11

compared to a year ago, according to NPD’s SupplyTrack, which continually tracks shipments and revenue from broadline foodservice distributors to commercial and non-commercial foodservice outlets.

The food and beverages shipped to B&I foodservice operations represent a broad spectrum to appeal to various customers’ tastes. Notably are shipments of foods and beverages with high growth that reflect popular trends—for example,

the well-publicized plant-based proteins category. Broadline foodservice case shipments of plant-based proteins to B&I foodservice operators increased by 132% in the quarter compared to a year ago. The popularity of chicken shows up in B&I case shipments, up 39% in the second quarter compared to a year ago. The return to worksites also signals the return of breakfast away from home. Case shipments of breakfast categories, like bacon, bakery, cereal, coffee, and eggs,

grew from 30% to 75% in the quarter ending June versus a year ago, reports NPD.

“B&I is an important growth segment for foodservice manufacturers and their foodservice distributor partners,” says Tim Fires, president of NPD’s SupplyTrack. “The segment’s growth is impressive and a signal for what to expect in the fall when more office workers return to a regular schedule after summer vacations.” 

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10 trends from page 1

at home are looking to professionals to handle food and beverages. 62% of consumers said they're using catering from a catering company or a restaurant for their events. That's up from 51% of consumers in 2021 who said they were booking catering for their celebrations.

7. Repeat customers drive holiday event revenue.

Corporate planners are all about loyalty when planning holiday events. 74% said they will be using a venue they have booked in the past to host holiday parties in 2022.

8. Hotels are the top choice among venues.

When asked where they prefer to host their events, consumers said that hotels are their No. 1 choice. That's a shift from 2021 data when a third of consumers said they wanted to hold events at home. When it comes to holiday celebrations, corporate event planners said that hotel venues are their first choice, and 68% of planners said that hotel accommodations are included in their holiday party planning.

9. Corporate bookings and business is back at hotels.


Hotels are playing a big role when it comes to corporate travel, meetings, and events. 57% of consumers planned a trip for either business or business plus leisure travel last year. And for

those who planned events at hotels, business events like meetings, conferences, and trade shows were in the top five types of events being organized.

10. You need event management software.

What's the best way for your venue to manage all of the tasks involved in event planning? Event management software can help you track everything, from leads to contracts to detailed documents to payments. A solution that tracks that plus allows consumers to book an entire event themselves is even better — 61% of consumers said they were moderately to extremely comfortable booking the details online.

Get ready to fill your calendar for the rest of 2022

Take the information you've learned about these trends and apply them to your events business. Be sure to create event packages that appeal to consumer trends and create marketing that reflects what customers want. And take the time to research the right software that can help you manage every aspect of the event planning process. 

About Jonathan Morse: Jonathan is the Founder and CEO of Tripleseat, a catering and event management platform used by more than 15,000 venues each day, enabling them to streamline the planning process and increase sales. To date, the Tripleseat platform has helped venues book over 6 million events and capture \$15 billion in event leads. To learn more about Tripleseat or to schedule a demo, please visit www.tripleseat.com.

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