



"We enhance the careers of our members through professional and personal growth"



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#### SOMETHING TO THINK ABOUT

'Act as if what you do makes a difference. It does.'

William James



## fife on the Weil Side!

Richard F. Weil, MCFE, MCFP Chairman of the Board

#### Restaurants Must Adapt to the Digital Age

Hoping everyone has continued to get back in the swing of things as we move into February and hope that the winter weather that has in many places across the country been harsh with torrential rains, snow storms, many harsh freezes in the south, and severe destructing tornadoes as well. The following is another article I recently published on my company's blog and wanted to share this with my fellow IFSEA members and network.

Technology and customer demands will continue to be paramount for operators now and for the foreseeable future. At the height of the pandemic, technological developments and customer tastes for digital novelties help to save the restaurant industry. With online ordering and third-party delivery services, digital menus and touchless payments as the norm, restaurants were able to adapt to new health and safety regulations and customer expectations in order stay open and survive capacity restrictions and shut downs. During the pandemic, many owner-operators and industry experts anticipated this to be the peak of digital platforms for restaurants, with the public outcry for a "return to normal" the promise of "business as usual" post-pandemic.

However, this is not the case, and at the start of 2023, these digital expectations are holding fast—along with renewed expectations for great customer service, fair prices, and an in-house experience when wanted. Industry professionals are calling it "the omnichannel experience, which has been the hospitality buzzword of 2022," according to this Nation's Restaurant News (NRN) article about the newest phenomenon that restaurants must prepare for.

Owner-operators must be willing to make adjustments, to move forward, and to adapt to consumer expectations. Multiple digital trends and concepts, noting that digital use has not at all decreased post-Covid.

Technology experts polled for the above noted NRN article have rounded up some points for future technology use and guest expectations in the restaurant and hospitality industry. These predictions include: data as king, simplified tech solutions, an emphasis on mobile-friendly tech, social media for communication, and digital experiences continue to expand over in-person ones. Understanding what is coming can ease restaurant owner-operators and their teams into the future rather than overwhelming operations with foreign concepts and tools.

Technology has, even prior to the pandemic, been an important evolution for the food service and hospitality industry. The guests from all demographics as well as multiple generations have adapted and now are demanding greater at their "fingertips" better processes. Failing to further a restaurants technology from a Point of Sales System to payment processing is not just a thought, but truly a requirement relating to forward management for future restaurant successes.

All of us have seen changes implemented again and again. Operators willing to move with the times that embrace changes for the benefit of customer experience will find success. Thank you for your membership and continued support of IFSEA and our future as well. Wishing everyone continued good health and success.

# LOOKING AHEAD WITH MANLEY

Ed Manley, MCFBD, MCFE, CHP President Emeritus



#### 20th Annual Veteran's Support Network Enlisted Aide of the Year Award

I am proud to have been able to host the 20<sup>th</sup> annual Enlisted service picks their best, the respective nominee flies to Aide of the Year Award in mid-January. The award program was established in 2003 when Navy Senior Chief and IFSEA member Marti Mongiello, suggested I meet Mary Starkey (premier household management school in the country) and Mary asked me if we could do an award for the enlisted aides who work in the homes of the Admirals and Generals. That seemed like a group worthy of more recognition than they probably ever received. At the time twenty years ago, I barely knew what the enlisted aides did. Military branch politics got in the way so I created the Interservice Enlisted Aide of the Year Award (EAOY) under the IFSEA affiliate, Military Hospitality Alliance. Early in, I moved it to the Veteran's Support Network (VSN).

Mary introduced me to CMSgt Pat Moore who developed the criteria and he introduced me to Elaine Rogers, President of the largest USO chapter in the world. This chapter of the USO annually held the USO Salute to Military Chefs dinner with a room full of senior military officers at the Ritz-Carlton in Pentagon City. Elaine invited Pat and me to join that dinner and we became the feature activity of a fabulous evening. From this point forward without IFSEA there would be no award, Ed, Marti, Mary, Pat, Elaine for the award. So, IFSEA still has a place in this industry, and we are going to keep it this way. As time moves forward, we may even find more places where we can help promote the PEOPLE in the industry. By The Way, – IFSEA's Kae de Brent Hodges Fund has been the biggest financial backer of the award with another \$5000 this year – thank you to the Kae Trustees.

Fast forward to 2022, the 20th year of the award, which we held January 17 and 18, 2023, without the USO – as this award didn't work for them any longer. Elaine and I reached out to our friend Chef Robert Irvine's Foundation and in short order the 3 of us put together a fabulous event with the board of 3 and 4 star Admirals/Generals and their spouses at the Ritz-Carlton on January 17, and the award ceremony was held on January 18<sup>th</sup> at the Pentagon in the Hall of Heroes (Medal of Honor recipients) with an education program in the Chairman of the Joint Chiefs (General Milley) Dining Room (thank you CSCM Wes Tavares).

Washington DC for the Board and this year one of my former students MSG Bo Bogle from Fort Bragg beat 4 other equally outstanding professionals. So the summary of the award has now been awarded six times to the Army, followed by Coast Guard with 5, and 3 each for Marines, Navy and Air Force. The winner received \$500, the others \$250. Each finalist also was presented with a \$2000 education program from the Foodservice Institute/IFSEA/GFI, a membership in IFSEA; and a beautiful and unique silver platter with an actual chef knife at the top. Also, a larger perpetual silver platter will go on a large board with the names of all past and future winners. The permanent award is housed this year in the office of the Chief of Staff of the Army, rotating to the service that wins it each year. After the board, Elaine and Pat took the finalists, and sports stars Rob Gronkowski and Cowboy Ceronee to the home of General and Mrs. Hokanson, Chief of the National Guard Bureau and a member of the Joint Chiefs. Judy and I hosted the 3-4 star board of review members to a local restaurant. After the award ceremony and reception, we had an education program, with Chef Irvine, Chef Lucio Arancibia (President ACF Las Vegas), best-selling author of "Warrior Entrepreneur," Zach Green. I encouraged the winners to join IFSEA, telling them how when I retired from the Navy and moved to a hospital with a horrible foodservice reputation, I called the local IFSEA Branch President I had met at IFSEA conferences, to find a chef. Ended up hiring him and the Branch VP to be my assistant and chef. With these hires followed their baker, garde manger, sous chef, porter, etc. Any time I needed a chef I called the meat sales rep who was an IFSEA member who would send me 3-4 chefs looking to get out of the rat race. Its all about networking.

Pretty magical doing this at the Pentagon where you get your steps in for sure, and the location allowed us to attract 3 members of the Joint Chiefs..

Next year we expect to have the board and award in the same places, but followed that night by being recognized as part of Irvine's huge Red, Wine and Blues dinner at the Ritz Carlton in Pentagon City, which is where we celebrated all the prior awards. A wonderful event, that continues to flourish. Proud and happy to share this.

# LOOKING AHEAD WITH MANLEY

Ed Manley, MCFBD, MCFE, CHP President Emeritus





\*20th EAOY recognition - Ed Manley at the podium



\*EAOY 2020 - receiving a silver platter from Chef Robert Irvine commemorating the creation of the award 20 years ago



\*Admirals and Generals at the Ritz-Carlton following the board selection meeting



\*EAOY finalists and Admirals and Generals



\*General Hokansan Finalists - He is the Chief of the National Guard Bureau (Army and Air Force National Guard) had the finalists over with Elaine and the two sports celebrities, Rb Gronkowski, a member of the NFL 100 Years All-star team and MMA wrestler and Kickboxer Cowboy Cerrone.



\*EAOY finalists

### From the Mind of a Millennial

Alysha Brooks, MCFBD,MCFE, CHP Director of Development



#### **Updates on IFSEA Meet UP and Club House**

How is it already February? And there is no snow on the ground (I'm in New York)! I really hope everyone is having a wonderful 2023 so far.

Updates on Clubhouse: We have had two Clubhouse Rooms, and both have been just me, and that's okay! Something cool, Clubhouse has a replay feature! Each time we do a clubhouse room it will automatically record it so anyone can go back and listen in when it works for them.

I know this month, the time I have the rooms scheduled doesn't work well but, I am grateful to have had this month to practice using Clubhouse. I feel more confident than I did before, and I think that will enhance the experience for everyone when we do start getting a group of followers in our rooms.

Download the Clubhouse app, search "Leaders of Hospitality" to follow our club and listen to the replay! Our next Clubhouse meetings will be listed on our website, sent out in an email, and posted on social media.

I could probably talk about Clubhouse all day, every day, in this newsletter but, I really want to talk about our GOALS for the year, whether it's business, personal or both!

As an organization that takes pride in mentorship and helping others grow, I think we can make a difference by learning to help others outline their personal goals and develop confidence before we start pushing resume building and ways to earn a promotion.

Burnout is very real, and after COVID shutdowns we are seeing mental health at an all-time low. Individuals that take pride in hard work and self-discipline are falling apart, and that personally scares me! We can't save the world, I know but, what if we made it our goal to help those within our industry grow?

Our industry is known for employing individuals with alcoholism, drug addition, homelessness, poverty and so many other fixable struggles. Many of these individuals just need a boost of confidence and a little push and resources to get support.

We aren't therapist, instead, we are professionals that have had to learn these types of things on our own or with the help of others. Can you imagine what our industry would look like if we took a little time to help "Timmy" or "Tammy" think about their daily wins instead of daily struggles?

Just imagine the change we could make. As hospitality professionals we are always thinking of ways to make our guest happy, what if we took some more of that energy and put more energy toward our own people? We don't have to do a huge campaign or put a lot of effort into being that restaurant right this moment but, individually we can learn to help the ones we work turn their day around. A lot of things we see daily is negative and perpetuates negative outcomes.

We as individuals in an organization can make 2023 a better year by making it a goal to help at least one person, even with the smallest deed, turn their day or quite possibly even someone's life around; we can make quite a huge difference in the industry. Positivity can spread quickly, and we can be a part of a change in our industry.

Thanks for reading and I hope to make the February schedule more flexible for everyone and we get a chance to chat on Clubhouse.



# WINGS & MORE

MARINADES  $\star$  DRY RUBS  $\star$  DRESSINGS  $\star$  MANY DIPS

BBQ Wing Rub, Sweet
Buffalo Wing Spice
Cajun-Style Blackfish
Calgary Chicken
Caribbean Jerk
Chili Powder
Chinese 5 Spice
Chipotle Mountain Rub
Creole Seasoning
Curry, Garam Masala
Curry Powder
Ember Char Crust
Everything Blend
Fajita Seasoning



Fajita Grande Seasoning
Florida Keys Key Lime Pepper
Great Shake
Greek Seasoning
Herb Seasoning
Las Cruces BBQ Rub
Lemon & Herb Seasoning
Lemon Pepper Supreme
Mesquite Seasoning
Miami Tropical Seasoning
Poultry & Meat Rub
Poultry Seasoning
RLS Herb Salt
Roasted Garlic Pepper
Rocky Mountain Meat & Fish Rub



Rotisserie Blends-Hot & Smokey Rotisserie Blends-Sweet & Smokey Sazon En Uno Schreiber's Adobo Schreiber's Salt-Free Blend 17 Searing Spice, Signature Southwest Blend

Searing Spice, Signa Southwest Blend Sriracha Seasoning Taco Supreme Tandoori Togarashi Umami Paste

Umami Paste
Red & Green Chili Pastes
Roasted Garlic Paste
Ancho and Chipotle Pastes

INSTANT STOCKS | HERBS & SPICES | FLAVOR & SOUP BASES | SEASONING & CUSTOM BLENDS | CULINARY ITEMS

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UMAMI BASE

# P Did P You P Know P

#### THYME

One of the many fresh herbs used in many Italian kitchens. The aromatic flavor of thyme complements Southern Italian sauces of hot peppers and eggplants, as well as being a primary herb in soups and stews.

If you're lucky enough to have plenty of thyme growing in your garden, you might want to do as the ancient Romans did... bathe in it! Greeks and Romans are believed to have added this herb directly to their baths; and oil extracts from the plant were used to make bath and massage oils. Not surprisingly, this aromatic herb was also used as incense. Thyme was associated with health and vigor, and believed to strengthen and purify the body. Today, its essential oil, thymol, still has many therapeutic applications – it is widely used as an antiseptic and disinfectant, and infusions of thyme are believed to be an excellent remedy for respiratory and throat ailments ... and even hangovers! Thyme is also said to help in the digestion of fatty foods.



But the culinary applications of this Mediterranean herb, which is now cultivated in many regions of the world, are what interests us most here. Thyme is widely used in Italian cooking – where it is know as "timo, pronounced "tee-mo" – and even more so in French cuisine. Though there are something like 300 varieties of this herb, the most common types used in cooking are Thymus vulgaris (common thyme), Thymus citriodorus (citrus thyme, Thymus herba-barona (caraway thyme) and Thymus serpillum (wild thyme) – which is often found in United States. Common thyme, the variety most often found in Italy, is a perennial plant, six to twelve inches tall, with tiny oval leaves and a particular, pungent aroma.

When cooking with thyme be sure to add it early in the process so the oils and flavor have time to be released. This herb is great when used fresh, and goes well in many typical southern Italy pasta sauces which often feature peppers and eggplants. Thyme also is a great complement for many vegetables, including tomatoes and roasted potatoes. Many grilled and oven roasted fish recipes, such as spigola (sea bass) ortriglie al forno (mullets), call for thyme. For roasted and grilled meats, thyme marries well with sage and rosemary. When you grill, you can get great results if you marinate the meat for a few hours before grilling with those three herbs (thyme, sage and rosemary), along with good quality Italian olive oil and pepper. Thyme is often used in stocks and stews – it is an essential component of the bouquet garni and herbes de Provence that are often used in Italian cooking – and in aromatic oils as well.



#### **Parmesan Thyme Crisps**

Serves: 16



8 ounces freshly grated Parmesan cheese 4 teaspoons fresh thyme leaves 1 TBLSP. flour

Preheat oven to 400 degrees F

. Line 2 baking sheets with parchment paper.

Combine Parmesan cheese, thyme leaves and flour in a bowl. Drop heaping teaspoonfuls of the mixture onto the lined baking sheets, spacing them 2 inches apart. Spread as thin as you can and lightly press with your fingers to flatten them into circles 2 inches in diameter.

Bake in the preheated oven until slightly browned and crisp, about 2 minutes. Switch to BROIL for about 1 to 1-1/2minutes. *Watch like a hawk cause they'll burn fast!* Cool slightly on the baking sheets, about 2 minutes. Loosen edges with a spatula and lift off the parchment paper. Transfer to wire racks and let cool completely until firm, about 10 minutes.

Use a new sheet of parchment paper for each batch, otherwise you'll smoke up your kitchen! And don't use cooking spray, there's no need for it.

#### **Italian Bread Salad**

Serves: 4



1 clove garlic

1 (1 pound) loaf Italian bread

1 cup chopped tomatoes

1 cup cucumber - peeled, seeded and chopped

1 cup chopped red onion

1 clove garlic, minced

2 cups chopped fresh basil

1/8 cup chopped fresh thyme

1/4 cup olive oil

2 tablespoons balsamic vinegar

Rub a peeled clove of garlic around a wooden salad bowl.

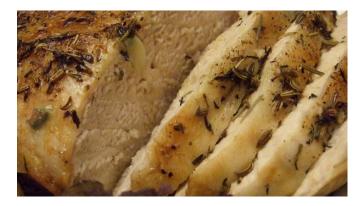
Pull apart or chop the bread into bite-size pieces.

In the prepared salad bowl, combine the bread, tomatoes, cucumbers, red onions, garlic, basil and thyme. Add enough olive oil and vinegar to lightly coat, toss and serve.



#### **Pork Roast with Thyme**

serves: 12



5 pounds pork roast, trimmed

3 cloves garlic, sliced

1 teaspoon salt

1/2 tablespoon ground black pepper

3 bay leaves

1/2 cup cider vinegar

1 teaspoon dried thyme

Preheat oven to 325 degrees F.

With a small knife, pierce top of roast. Force garlic slices into the cuts. Sprinkle the roast with salt and pepper. Place bay leaves in the bottom of the roasting pan, and set roast on top of bay leaves, fat side up. Mix vinegar and thyme in a small bowl, and pour over the top of the roast.

Bake in the preheated oven 3 hours, or until an internal temperature of 145 degrees F (63 degrees C) is reached. Using a baster or spoon, baste the drippings over the roast frequently while it is cooking. Let the roast rest for 10 minutes when done before slicing.

#### Honey Crunch Pecan Pie

serves: 8



2 cups graham crackers, blended
1/4 cup butter, melted
Sweetened Condensed Milk:
2 (11 ounce) bottles Culinary Coconut Milk
2 cups powdered sugar
1 pinch salt
1/4 teaspoon vanilla extract
2 tablespoons cane sugar
3/4 cup key lime juice, or to taste
1 lime, zested
1 (9 ounce) tub Cool Whip

For the crust, blend an 8 oz. box of graham crackers to make 2 cups of crumbs. Stir in the melted butter until combined. Pat the mixture into the bottom of a standard pie dish or a spring form, oiled and sides lined with parchment paper. Use the bottom of a drinking glass to help press the mixture flat to the bottom. Bake at 350 degrees for 8-10 minutes.

In a small/medium size saucepan pour in the bottles of coconut culinary milk and bring to a low boil. Allow to boil for 5 minutes while whisking continuously. Lower the heat bringing the milk to a simmer. Add in the powdered sugar and continue to whisk until the sugar has fully dissolved. Add thyme sprigs, salt and vanilla and allow to simmer until the mixture has reduced by half about 30-40 minutes. Remove sprigs from milk. Add the key lime juice to the Sweetened Condensed Milk with thyme, to taste. Fold the CoolWhip in to the mixture and add lime zest to taste. Add the filling to the crust, lightly cover and freeze for at least 2 hours or overnight. Garnish with key lime slices.

# From the Vine Cabernet France

History: Cabernet Franc is a parent to Cabernet Sauvignon (the other is Sauvignon Blanc). The crossing occurred sometime during the middle 1600's around southwestern France (Bordeaux).

Decant: Decanting Cabernet Franc will help simmer down Cabernet Franc's natural spiciness.

The wine will taste softer and more rich with 30 minutes of decanting (or pouring through an aerator).

Aging: Interested in aging this wine? While most are recommended to be enjoyed within 5 years, there are many high quality Cabernet Franc wines coming from the Loire Valley in France that have been known to age wonderfully for about 10–15 years. An age-worthy Cabernet Franc will have high acidity and crunchy tannins that you can sense towards the front of your mouth.

Value: Looking for a good value? Look into Cabernet Franc from Chile, Argentina, California's Central Valley and Sierra Foothills Appellations as well as New York State.

Prestige: One of the most treasured Cabernet Franc wines comes from the St-Emilion Appellation in Bordeaux and is called Chateau Cheval Blanc. This wine is usually a blend of Cabernet Franc with Merlot.

Alternatives: If you love the savory herbaceous character of Cabernet Franc, seek out the rare Basque red: Hondarribi Beltza, and Chile's red: Carménère Food Pairing with Cabernet Franc

Medium-bodied wines like Cabernet Franc can pair with a wide variety of foods due to their natural high acidity and slightly reduced tannin (the astringent quality in red wine). Higher acidity makes it possible to pair with tomato-based dishes, vinegar-based sauces (smoky BBQ anyone?) or rich veggies like black beluga lentils. If you learn only one tip about pairing Cabernet Franc, it is to match it with real herbs in your dish.

Examples

Meat

Roasted Pork, Beef Burgers or Stew, Meatballs in Tomato Sauce, Chicken Tomato Curry, Turkey with Cranberry, Wild Game Hens, Lamb Gyros, Crispy Skin Trout with Pork Belly, Pâté

Cheese

Goat Cheese (a regional French favorite), Ravioli, Camembert, Feta, Fontina, Cheese and Spinach Quiche

Herb/Spice

Oregano, Thyme, Rosemary, Sage, Savory, Chervil, Jalapeño Pepper, Coriander, Aleppo Pepper, Red Pepper Flakes, Black Pepper

Vegetable

Black Lentil, Red Bean, Pinto Bean, Roasted Red Pepper, Mushroom, Tomato, Eggplant, Leeks, Spinach, Sunchokes, Arugula.

#### HOW TO WRITE GOOD!

Prepositions are not words to end sentences with.

Avoid cliches like the plague. (They're old hat.).

Foreign words and phrases are not apropos.

One should never generalize.

Don't repeat yourself, or say again what you have said before.

Don't use commas, that, are not, necessary.

Never use a big word when a diminutive alternative would suffice.

Subject and verb always has to agree.

Placing a comma between subject and predicate, is not correct.

Don't never use no double negatives.

Poof read carefully to see if you any words out.

Hopefully, you will use words correctly, irregardless of how others use them.

Don't overuse exclamation marks!!

Take the bull by the hand and avoid mixing metaphors.

Use youre spell chekker to avoid mispeling and to catch typograhpical errers

Be more or less specific.

Exaggeration is a billion times worse than understatement.

Analogies in writing are like feathers on a snake.

#### IN MEMORIAM

#### Margo King Prine, MCFE, HACCP



Margo King Prine passed away peacefully on January 15th at Navarro Regional Hospital after a long battle with MS. She served in the USAF and specialized in her culinary arts profession. Margo served in the Air Force, then worked in foodservice as a civilian for the Air Force. She did several military travel trips with IFSEA. Margo was IFSEA Lonestar Chapter President for numerous years, traveled with the Navy to Japan, Guantanamo Bay and other places doing what she loved. She worked for WSC for years for people with disabilities that she considered her family. She loved to teach and loved learning even more so she could share her new found knowledge with others. She will be missed dearly by hundreds but know she's with God who she trusted and devoted her life to.

She leaves behind a husband Cecil Wayne Prine, a son Jeremiah King, a granddaughter Audrey Ridlehuber, and a sister in law Paulette Benson.



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# RANDOM STuff

# The Correct Way to Spell Potato If GH can stand for P as in 'hiccough,' If OUGH can stand for O as in 'dough,' If PHTH can stand for T as in 'phthisis,' If EIGH can stand for A as in 'neighbour,' If TTE can stand for T as in 'gazette,' If EAU can stand for O as in 'plateau,' Then the correct way to spell potato would be GHOUGHPHTHEIGHTTEEAU.

