



IFSEA NEWS

Fresh and Bold!

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



Life on the Weil Side!

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

"Culture is so Important"

"Happy Easter and Happy Passover to all our IFSEA friends and colleagues. The 2nd quarter of 2023 is upon us and hope your year has been positive thus far. I am including a recent blog as I have been for several months that I write with my company National Restaurant Consultants, and would like to share this with you regarding the continued challenges our industry faces as it relates to creating a positive culture as well as attracting and retaining staff.

Since the pandemic, the restaurant industry has faced many challenges, not the least of which has been a labor shortage. The labor crisis took its toll on the spectrum of the food service industry.

Even as we see the industry stabilizing in many ways, echoes of the labor crisis remain. "The December Business Conditions Survey from the National Restaurant Association reported that 89% of operators said labor costs are a significant challenge, and 62% don't have enough employees to support existing demand," reports [this Nation's Restaurant News \(NRN\) article](#).

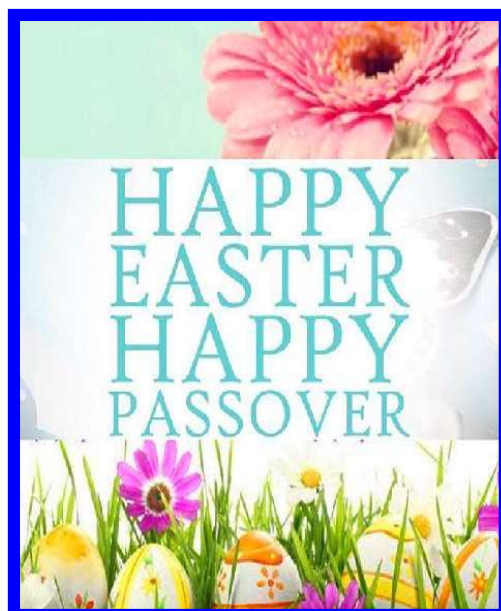
But the restaurant industry hinges on positivity: from cheerful

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April 2023

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SOMETHING TO THINK ABOUT

Never get so busy making a living that you forget to make a life.



Life on the Weil Side!

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

“Culture is so Important”

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smiles to customers and, even in the face of labor challenges, optimism about upcoming industry growth. The same NRN article says, “The survey found that operators are actively looking to boost staffing levels, with 87% saying they will likely hire additional employees during the next six to 12 months if there are qualified applicants available.”

And while skilled, committed workers may continue to be tricky to come by, many operators are making adjustments to find the right people and to install them into a company culture that makes them want to stay.

In a post-pandemic world that is hiring from Millennial and Gen Z labor pools, there is an incredible shift toward culture. Workers want jobs that will lead them someplace, will support them as people, not pawns. An example of this is the Checkers and Rally’s brand is taking it even further, asking, not only what keeps employees happy at work, but how they can encourage their workers to advance through the restaurant industry. “Employee-focused incentives offered at Checkers & Rally’s include immediate benefits for all part-time employees for as little as \$15 a month for employees and their families, free English classes for non-first language speakers, and free GED classes and certain college courses.”

At the heart of these efforts, beyond the marketable perks and prizes, is a real care for the people who carry these restaurants. While not every independent restaurant operator can provide all the perks and benefits some of these national and regional brands are providing, the common denominator is culture. Culture cures every corner and touches every staff member, and the upside goes all the way to service for your guests.

Watching this cultural shift, it’s an important one. Caring for staff members and focusing on company culture is the surest way to pass along great service and a quality product to your guests. Focusing from the inside out is the best opportunity for building healthy working environments that benefit your guests and, ultimately, your bottom line.

Continued best going forward and please take the time to read Ed Manley’s article on attracting new members and Alysha Brooks’ article on how to make the most out of a job in organizing a new position and sharing her leadership with others. Also, Alysha’s notes regarding upcoming events posted in her article.

Finally a continued thank you to Matt Trupiano for his stewardship of our monthly newsletter and his love and care for IFSEA past present, and future! Thank you, Matt, so much.

LOOKING AHEAD WITH MANLEY

Ed Manley, MCFBD, MCFE, CHP President Emeritus



The Future of IFSEA—as I See It

First of all, Happy Passover and Easter! We've been organization for the military since IFSEA created all of the military awards – best food service in various size and type operations, which we created in the 1950's, managed until about 2010, and some continue to this day under the leadership of the NRA. Through my efforts but with IFSEA's strong support all the way, we created the Military Culinary Competition and the Enlisted Aide of the Year. Other than culinary and food safety, we've been the leaders in getting military certified in the management aspects of food service. When I was still on active duty and was IFSEA's Certification Chairman, I thought the military could surely use the knowledge and the certifications on their resume, and as you know we continue that to this day. So IFSEA is STILL the best choice and most reasonable time and money wise, for military personnel – active, retired, veterans; healthcare people who are or want to get into management roles; and students who could use scholarships and career guidance.

More recently, we have gained a major foot in the door for nursing homes thanks to the Certified Food Manager (CFM) being one of only 2 certifications that CMS (Medicare/Medicaid) will accept for the credentials for a food service manager of nursing homes and long-term care facilities. They've been severely lacking in industry knowledge before we got involved. We're working in more ways we can support that industry segment, including free training based on what they struggle on the test with. We want them to take HACCP, Customer Service, MCFE so the public gets a better perspective on their aging parents or grandparents going into such a facility. Hospital food service has a much better process and certification process than it used to, and we'll help nursing homes to do the same.

What's nice about IFSEA is we're not all in nursing homes, or military, or restaurants, we cover all segments of the food service and hospitality industry, and the core knowledge is the same no matter where you work.

So let's get off our "woe is me" thinking about where we were and where we are, and start inviting people to join. For \$49 your friend in the industry can take the family for one dinner at McDonalds, or join IFSEA for a year. Seriously. How many good ideas do you need to pick up in the course of a year to be worth \$49. I would say one. But we'll never grow unless WE THE PEOPLE invite others to join. AND we're doing good things for people in a struggling segment of the industry, so if all they do is support IFSEA by doing that, it's a worthy contribution. Me thinks that anyway and hopefully you do too!

From the Mind of a Millennial

Alysha Brooks, MCFBD, MCFE, CHP
Director of Development
Chair Elect



Happy April Everyone and Happy Passover and Easter!

I'm excited to share a couple things with my IFSEA Friends!

I work for my friend at his restaurant, Wild Owl Bistro, in Norwich, New York, it's a small-town eatery with a lot of community support and involvement. Recently, Mike (owner) opened a second location with a banquet hall. It's beautiful!

Within the first few months it became obvious the person who was supposed to handle catering, may not really enjoy it, and feel really lost on what his role was in that specific job. At that time, I was in Human Resources and training a server to take over my social media responsibilities, and I was speaking with him about it, and he straight-out said, "I don't think I'm the best person for this job."

Phew! He was right, he was a great manager, great with people, and an overall top-notch employee but, catering needs someone who knows each step that must be completed and the ability to handle all of the moving parts of this particular job. I mean you're planning a special day! Which he admitted, should not be in his hands.

We came up with a plan, he would take over my responsibilities with Human Resources (looking for potential candidates, hiring, onboarding, employee issues, training, etc.) and I would take over catering.

Lucky for us, we told Mike the plan we came up with, and he was game. I have 5 years of experience with catering and conferencing at a state college, so Mike knew this would be a good move. Along with working in catering and conferencing at the state college, I also setup the system for handling all groups that came onto campus with minors. There was a whole process we had to complete given to us by the state of NY and I had to implement it where we were always in compliance per the state guidelines, but allowed us to complete an event without a ridiculous number of steps.

My job at Wild Owl has pretty much become that. I work in a department, I learn how it works, setup a system, perfect it the best I can, and then teach someone else how to do it, preferably promoting from within.

The first step when taking over catering, make an Event Request Form!

With technology, we can easily cut out the back and forth with emails and create a form online that asks the client questions we need answered from the start. We use Google for

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From the Mind of a Millennial

Alysha Brooks, MCFBD, MCFE, CHP
Director of Development
Chair Elect



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everything, so I made it in Google and I'm able to transfer the information into a spreadsheet as well.

I also setup a communication system. As you may know, catering is all about communication. Usually, with catering, we're planning events months in advance. If the catering coordinator doesn't make sure the dates are communicated to all who need to know, then easily an event can be destroyed and hurt your reputation quickly.

For communicating, we put it in on the Google Calendar for all the managers, it's put on the kitchen calendar and the catering calendars. Just like the college created, I have put together in Google Docs just a list of everything that is happening in both locations, for example:

4/5/23

Norwich – Give Back Day

Norwich – 12:00 p.m. – Baby Shower – Side Room – See Invoice

Greene – 5:00 p.m. – Birthday Party – Banquet Room – See Event Form

It worked so well at the college to keep everyone on the same page and honestly, it makes me feel better each day I work. I also use a spreadsheet with a checklist and each time I send an email, talk to them, or create an invoice I write it down with the date on their printed-out event form! This lets me know where I am at with each group and who I still need to respond to.

That is my – YAY I'm excited to share news! I also want to say, if anyone out there has any advice for me on catering – I am all ears! I am trying to set this up to be as efficient and easy as possible. This is another way IFSEA shares.....

My second piece of news:

Clubhouse Dates for April are as follows:

Saturday, April 8th – 5:00 p.m. EST

Monday, April 17th – 8:00 p.m. EST

I will be checking out the Facebook Rooms this month in our Leaders of Hospitality Group page! If you are already a part of our Facebook Community, I'll post the dates in there and there may be nights I just go in and try it out to see how the feature works. Please feel free to join the room and say 'Hi!'

ADD **EXTRA** FLAVOR, COLOR AND RICHNESS TO YOUR DISHES.

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? Did ? You ? Know ?

E G G S

Can't remember if an egg is fresh or hard boiled? Just spin the egg. If it wobbles, it's raw. If it spins easily, it's hard boiled. A fresh egg will sink in water, a stale one will float.

Eggs contain all the essential protein, minerals and vitamins, except Vitamin C. But egg yolks are one of few foods that naturally contain Vitamin D. Eggs also contain choline, which is necessary for healthy cell membranes in the body. Choline stimulates brain development and function and helps preserving memory. Eggs also are good for your eyes because they contain lutein which helps prevents age-related cataracts and muscular degeneration. In fact, eggs contain more lutein than spinach and other green vegetables.

The color of the egg shell is not related to quality, nutrients, flavor, or cooking characteristics. White shelled eggs are produced by hens with white feathers and white ear lobes. Brown shelled eggs are produced by hens with red feathers and red ear lobes. Brown egg layers usually are slightly larger and require more food, thus brown eggs usually cost more than white eggs. An egg shell has as many as 17,000 pores over its surface.

A whole egg is about 3 tablespoons worth of liquid, the egg yolk measures about 1 tablespoon of liquid. Older hens tend to lay bigger eggs but double-yolked eggs are produced by younger hens whose egg production cycles are not yet synchronized. There are about 70 calories in an uncooked egg and 77 calories in a cooked egg.

China produces the most eggs, at about 160 billion per year. In the US, about 280 million hens produce more than 65 billion eggs per year. A hen can lay about 250 eggs per year.

A hen requires about 24 to 26 hours to produce one egg, but one hen was reported to have produced 7 eggs in one day.

About 2/3 of the chicken eggs produced in the U.S. each year are sold in the shell. The other 1/3 are broken out of their shells, so they can be made into liquid, frozen, dried and specialty egg products. An average hen lays an average of 266 eggs per year. The record is 371 eggs in one year.

USDA grading system for eggs:

Grade AA The shell is clean, normal-shaped and unbroken; when first broken, the eggs spread remains compact; has a clear, thick albumen with prominent chalazae and a firm, centered yolk.

Grade A The shell is clean, normal-shaped and unbroken; when first broken, the egg spreads slightly; has a clear, reasonably firm albumen with prominent chalazae and a firm, fairly high yolk.

Grade B The shell may be slightly stained or misshapened; when first broken the egg spreads over a wide area; has a clear, watery albumen and an enlarged, flattened yolk.

EGGS SIZES AND EQUIVALENTS

4 jumbo eggs = 1 cup
6 jumbo whites = 1 cup
12 jumbo yolks = 1 cup

4 Ex Lg eggs = 1 cup
6 Ex Lg whites = 1 cup
12 Ex Lg yolks = 1 cup

5 Lg eggs = 1 cup
7 Lg whites = 1 cup
14 Lg yolks = 1 cup

5 Med eggs = 1 cup
8 Med whites = 1 cup
16 Med yolks = 1 cup

6 Sm eggs = 1 cup
9 Sm whites = 1 cup
18 Sm yolks = 1 cup



Recipe Box

Easter Breakfast casserole serves 8



- 1 pound bacon
- 1/4 cup diced onion
- 1/4 cup diced green bell pepper
- 3 cups shredded Cheddar cheese
- 8 eggs
- 2 cups milk
- 1 (16 ounce) package frozen hash brown potatoes, thawed
- 2 TBLSP butter, softened

Directions

Preheat oven to 450 degrees F (175 degrees C).
Lightly grease a 7x11 inch casserole dish.

Fry the bacon in a large, deep skillet over medium-high heat until evenly browned, about 10 minutes. Drain on a paper towel-lined plate. Crumble.

In a large bowl beat together eggs and milk. Mix in cheese, bacon, onion and green pepper. Set aside. Layer the hashbrowns on the bottom of your pan, Dot with butter and bake until they start to brown. Pour mixture evenly over hashbrowns. Reduce oven to 350 degrees. Cover with aluminum foil and bake for 45 minutes. Uncover and bake for another 30 minutes until eggs have set.

Easter Rice Pie serves 16



- 3 cups all-purpose flour
- 1 tablespoon baking powder
- 1/2 cup white sugar
- 1/2 teaspoon salt
- 3/4 cup cold butter, cut into chunks
- 1 egg
- 1 teaspoon vanilla extract
- 1 cup water
- 1/2 cup uncooked white rice
- 2 cups whole milk
- 1 (15 ounce) container ricotta cheese, drained
- 1 cup white sugar
- 1 tablespoon lemon juice
- 1 tablespoon grated lemon zest

6 eggs
1 (15 ounce) can crushed pineapple, well drained
Grease two 9-inch pie plates.
Pulse flour, baking powder, 1/2 cup sugar, and salt in a food processor several times until combined. Place butter into the flour mixture and pulse just until butter resembles coarse crumbs. Mix in 1 egg and vanilla extract; process until dough holds together, about 30 seconds. Place dough on a well-floured work surface, divide in half, and roll each piece into a 9-inch round crust. Fit crusts into the prepared pie plates and freeze for 1 hour. Bring water to a boil in a saucepan; stir in rice and return to a boil. Reduce heat to medium-low, cover, and cook until rice has absorbed the water, about 20 minutes. Stir milk into the rice and bring to a simmer; cook until thickened, stirring often, about 10 more minutes. Set rice mixture aside to cool.

Preheat oven to 325 degrees F.

Beat ricotta cheese, 1 cup sugar, lemon juice, lemon zest, and 6 eggs together in a bowl until smooth. Stir in cooked rice mixture and crushed pineapple until thoroughly combined.

Divide the filling between the 2 cold pie crusts. Bake in the preheated oven until the filling is set and the tops are golden brown, about 90 minutes. Cool on racks.

Recipe Box

Stuffed Leg of Lamb with Balsamic-Fig-Basil Sauce

serves 6

Ingredients

1/2 cup coarsely chopped prunes
1/4 cup currants
2 tablespoons creme de cassis liqueur
1 1/2 tablespoons minced fresh rosemary
1 1/2 tablespoons minced fresh thyme
1/2 teaspoon ground coriander
1 1/4 teaspoons salt
1 teaspoon freshly ground black pepper
1 (4 pound) boneless leg of lamb, rolled and tied
1/2 cup chopped roasted and salted almonds
2 tablespoons chopped fresh mint
3 cloves garlic, cut into thirds
2 tablespoons olive oil
1/2 cup balsamic vinegar
5 tablespoons butter
3 tablespoons honey
1/3 cup thinly sliced, stemmed Calimyrna figs
5 teaspoons chopped fresh basil
6 leaves mint
6 leaves basil

Preheat oven to 400 degrees F (200 degrees C).

1. Combine the chopped prunes and currants with the creme de cassis in a small bowl, and set aside. In another small bowl, combine the rosemary, thyme, coriander, salt, and pepper; set aside.
2. Untie and unroll the lamb, lay it out flat on the work surface. Trim off excess fat, and cut any thick parts open so that it is evenly thick and somewhat rectangular in shape. Sprinkle half of the herb mixture over the lamb. Mix the almonds and chopped mint into the prune mixture; spread evenly over the lamb. Roll up starting at one of the short sides, and tie with kitchen twine in 1-inch intervals. Cut 9 slits about 1-inch deep into the top of the lamb, and insert a slice of garlic in each. Rub with olive oil, and sprinkle with the remaining herb mixture.
3. Place lamb seam-side up on a rack set in a roasting pan. Roast in the preheated oven to desired doneness. For medium-rare, a thermometer inserted into the center will read 140 degrees F (60 degrees C). Remove lamb from the oven and cover with foil. Allow to rest for 15 minutes while proceeding with the recipe.
4. While the lamb is resting, bring the balsamic vinegar to a boil in a small saucepan over high heat. Boil until the vinegar has reduced by half, 4 to 5 minutes. Once reduced, stir in the butter, honey, and sliced figs. Stir until the butter has melted, then remove from the heat, stir in the chopped basil and set aside.
5. To serve, remove the twine from the lamb and cut into 1/2 inch thick slices. Arrange on a warm serving platter and drizzle with the fig sauce, garnish with mint and basil leaves.



Recipe Box

Buttermilk Hot Cross Buns serves 18



- 1/2 cup water
- 1 (.25 ounce) package active dry yeast
- 1 cup buttermilk, room temperature
- 2 tablespoons white sugar
- 1/2 teaspoon baking soda
- 1 teaspoon salt
- 1 teaspoon ground cinnamon
- 1/3 cup margarine, melted
- 3 1/4 cups all-purpose flour
- 2/3 cup raisins
- 1/2 (16 ounce) container prepared vanilla frosting

1 Measure the water into a large bowl and sprinkle the yeast over the top. Let stand about 5 minutes to dissolve the yeast. Stir in the buttermilk, sugar, baking soda, salt, cinnamon and margarine. Mix in 1 cup of flour until well blended, then stir in the raisins. Gradually mix in the remaining flour until the dough is stiff enough to take out of the bowl and knead on a floured surface. Knead the dough until smooth and elastic, about 5 minutes. Place in a greased bowl, turning to coat and cover with a towel. Let rise in a warm place until doubled in size, about 1 hour.

2 Turn the dough out onto a floured surface and divide into 18 pieces. Shape each piece into a ball and place in a greased 9x13 inch baking dish. Cover loosely with a towel and allow to rise again until your finger leaves an impression when you poke the dough gently, about 45 minutes.

3 Preheat the oven to 375 degrees F (190 degrees C). Remove the towel from the buns. Bake in the preheated oven until golden brown, about 20 minutes. Spoon the frosting into a small sandwich bag or pastry bag. Snip off the corner and squeeze out frosting to make a cross on top of the buns when cool.

Carrot Cake serves 15



- 3 eggs
- 3/4 cup buttermilk
- 3/4 cup vegetable oil
- 1 1/2 cups white sugar
- 2 teaspoons vanilla extract
- 2 teaspoons ground cinnamon
- 1/4 teaspoon salt
- 2 cups all-purpose flour
- 2 teaspoons baking soda
- 2 cups shredded carrots
- 1 cup flaked coconut
- 1 cup chopped walnuts
- 1 (8 ounce) can crushed pineapple with juice
- 1 cup raisins

1 Preheat oven to 350 degrees F (175 degrees C).

Grease and flour an 8x12 inch pan.

2 In a medium bowl, sift together flour, baking soda, salt and cinnamon. Set aside.

3 In a large bowl, combine eggs, buttermilk, oil, sugar and vanilla. Mix well. Add flour mixture and mix well.

4 In a medium bowl, combine shredded carrots, coconut, walnuts, pineapple and raisins.

5 Using a large wooden spoon or a very heavy whisk, add carrot mixture to batter and fold in well.

6 Pour into prepared 8x12 inch pan, and bake at 350 degrees F (175 degrees C) for 1 hour. Check with toothpick.

7 Allow to cool for at least 20 minutes before serving. Add nuts or decorate as desired.

FLASH BACK

HOTLINE

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SUMMER ♦ 2000

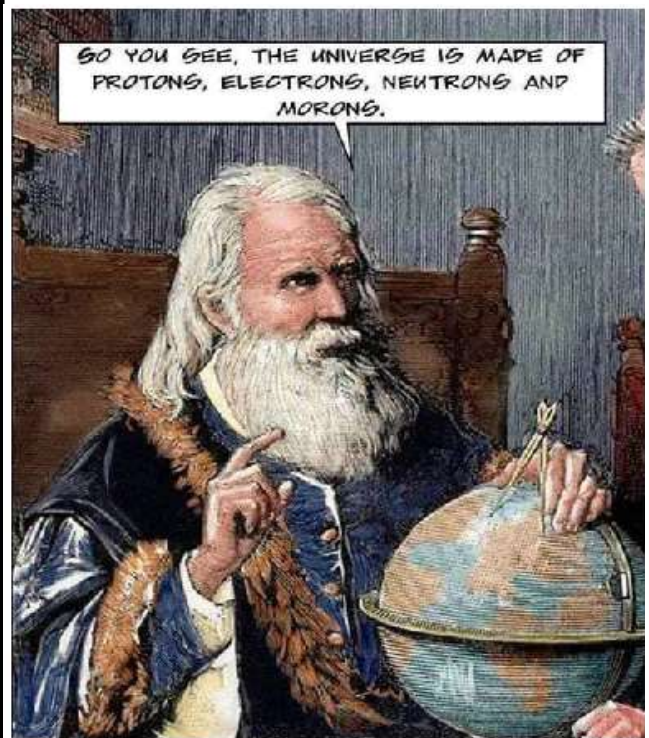


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RANdom STuff

I can't even
imagine the
self control
required to
work at a
bubble wrap
factory.



The older I get,
the more I regret
all the people I've lost
over the years.

Maybe being
a trail guide
wasn't such a
great idea after all.

