Chefs That Sizzle:  
*Down One Bourbon Bar*

How to Hire A Bartender

10th Annual Cuisine on the Green

How to Set Drink Prices in Your Bar or Restaurant

Photo: Down One Bourbon Bar
Open to Restaurant Owners, Managers and Chefs

Thursday, November 15, 2018
Churchill Downs, Louisville, KY

Come be our guest and enjoy a day of racing while seeing the newest industry products. There is no charge - All qualified decision-makers and buyers are welcome as our guest for the day!

Following the expo, enjoy an afternoon of racing at Churchill Downs hosted by the KRA.

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The Seventh Edition is built to reflect the NRA’s new job task analysis for food protection manager certification.

Food safety has never been more important to the restaurant industry and its customers. Based on the 2013 FDA Food Code, the ServSafe Manager Book, 7/e focuses on the preventative measures to keep food safe. To better reflect the changing needs of a diverse and expanding workforce, food safety topics are presented in a user-friendly, practical way with real-world stories to help readers understand the day-to-day importance of food safety. The streamlined delivery of food safety content will create a learning experience that is activity-based and easily comprehended by a variety of learners. The end result is content that is more focused, leading to stronger food safety practices and a better-trained workforce.

- Greater emphasis on active managerial control with a transition away from HACCP.
- Modifications throughout every step in the flow of food, from purchasing through service.
- Adjustments made to personal hygiene guidelines as well as cleaning and sanitizing requirements.
- Study questions are written in the same style as the ServSafe Examination to help students better prepare for the exam.

For information on ServSafe® classes offered in Kentucky, visit www.kyra.org or contact Lisa at 502.400.3736.
Do you know a chef in your area who is creating a buzz with innovative cuisine, exceptional presentation or fresh new ideas?

KRA wants to tell the state about them in a bi-monthly feature in the Kentucky Restaurant Journal. Submit your favorite chef du jour to lisa@kyra.org. Please include restaurant and contact information. Selected submissions will be featured in the magazine as Chefs That Sizzle.
Kentucky, Louisville and our Association lost a culinary giant. An unofficial leader of Louisville’s Chefs, Dean Corbett passed away unexpectedly on October 13th. I first met Dean in 1995 when I began work at KRA. Always the entertainer, he was especially known for impressions and a fantastic sense of humor. Oh, and by the way, he was a completely self-taught chef who influenced hundreds of employees and peers along the way, beginning in Dallas, Texas before arriving in Louisville in 1982.

He joined the infamous Casa Grisanti and Sixth Avenue restaurants, then purchased Equus in 1985. He won many local and national awards, but his heart was devoted to raising money – millions of dollars – for many charities, including Chefs for Hope which now benefits ProStart Kentucky. He was a founding member of APRON Inc., a charity formed to help independent restaurant employees with emergency needs.

In 2013, KRA proudly recognized Dean’s industry contributions by presenting him a Lifetime Achievement Award, pictured here. His legacy lives on through so many talented and generous members of Kentucky’s tight-knit restaurant community, while our thoughts and prayers are with his wife Julie and three sons.

He will be missed immensely, and his loss will be felt for years to come. I will miss his calls and texts, and his emphatic “yes” when asked to help with or organize charitable events. Memorial gifts may be made to Corbett Childrens’ Education Fund, c/o Republic Bank, Attn: Greg Bromley, 11330 Main Street, Middletown, KY 40243.

I hope to see many of you at our upcoming Expo on November 15th and Restaurateur’s Gala on January 21. Time is precious, let’s spend it together celebrating the vibrant restaurant industry in Kentucky!
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2013 Food Code Adoption

As Kentucky’s Food Safety Branch seeks adoption of the 2013 Food Code, there are several changes we are submitting comments on:

- The elimination of the restrictions on mobile food operations being in one location is for statewide mobile food operations, food trucks. This is not for temporary food vendors.
- Cut leafy greens and cut tomatoes will now be considered potentially hazardous.
- At least one employee that has supervisory and management responsibility and the authority to direct and control food preparation and service shall be a certified food protection manager who has shown proficiency of required information through passing a test that is part of an accredited program or a local health department’s food manager’s training and test.
- Elimination of registration and fee for home processors.
- Elimination of any exclusions for bare hand contact.

Louisville Metro Council Creates New Local Food Permit and Fee

At its September 13 meeting, members of the Louisville Metro Council passed an ordinance requiring restaurants and retail food stores to obtain a local food permit each year if they are doing business in Jefferson County. The local permit and associated fee are in addition to the state permit required by statute but will be renewed each year in conjunction with the state permit.

The proposed local mandate was first unveiled to KRA in June in a meeting with city and health department officials. The original proposal called for an “add-on” fee to the state permit that would apply only to restaurants, groceries and other permanent businesses selling food. It would have added $100 to the state permit fee for restaurants and groceries with delis and $50 to the state fee paid by other food retailers.

The ordinance that was finally introduced created a new local permit that would have to be posted in the establishment but broadened the list of businesses required to get a permit to include seasonal concessions and temporary food service establishments. The fee for restaurants and groceries with delis was set at $80, down from the $100 originally suggested, but it included language allowing all the local fees to increase by up to 5 percent each year without action by elected officials.

The ordinance was amended in committee to eliminate the annual fee increase provision and replace it with language permitting the fees to increase no more than five dollars ($5) within any four-year period. The posting requirement was also removed and a provision added that the permit be available for inspection upon request. The enacted ordinance adopted the committee changes.

KRA has questioned whether the Metro Council has the authority to create a local food permit since there is a comprehensive scheme of state law regarding food safety that includes the requirement to secure a state permit and pay a state fee in order to operate a retail food establishment in the Commonwealth. Under terms of the ordinance, the new local permits will be issued by the Louisville Metro Department of Public Health and Wellness beginning in January 2019.

Election Day is November 6th – please make sure to vote!
In the time I have been The Kentucky ProStart Coordinator, I have had the pleasure of meeting a variety of people throughout our industry and our state’s education system. We have shared in the excitement of what ProStart already means to the students—and industry professionals it has benefited—and in the possibilities of what it will become and mean to the state of Kentucky. We have also discussed opportunities for involvement, from guest speaking at ProStart schools to mentoring a classroom or becoming a sponsor of ProStart Kentucky. For those of you who are looking to get involved and meet students, educators or industry professionals who are actively involved in the betterment of our state, I would like to present you with a wonderful opportunity: the fourth annual Kentucky ProStart Invitational (KPSI).

The Kentucky Restaurant Association and the Kentucky Restaurant Education Foundation (KRAEF) are proud to announce KPSI 2019. Teams representing high schools and educational centers from across Kentucky will meet on Saturday, March 2, 2019, at Gordon Food Service Distribution Center in Shepherdsville, KY, to compete in culinary and management competitions for a chance to represent the Commonwealth of Kentucky at The National ProStart Invitational (NPSI) in Washington, D.C., this upcoming spring.

Students will compete in the culinary competition sponsored by Gordon Food Service, Kentucky Livestock Coalition, U.S. Foods, Bluegrass Hospitality Group and Texas Roadhouse. This portion of the competition challenges students to execute perfect knife cuts, develop a three-course meal in one hour using only two butane burners, and cost-out the meal for menu pricing, all while being evaluated by industry professionals on their sanitation, teamwork, organization and taste.

Teams will also compete in the management portion of the competition sponsored by Gordon Food Service, Kentucky Livestock Coalition, U.S. Foods, Bluegrass Hospitality Group and Texas Roadhouse. Students demonstrate their knowledge of the industry by developing a restaurant proposal, delivering a verbal presentation and applying critical thinking skills to challenges that restaurant managers face in day-to-day operations.

“The Competition is an outstanding opportunity for high school students to demonstrate the skills they’ve learned through the ProStart program,” said Stacy Roof, Kentucky Restaurant Association President and CEO. “ProStart students are learning to form a career path from their passion for the culinary arts. This competition represents the culmination of countless hours of preparation throughout the school year.” It is also an opportunity for members of the state’s hospitality industry and education system to show their support for the students who are working hard to stand out and be the difference in our state.

The KPSI planning committee is looking for volunteers, food vendors and sponsors. Volunteer opportunities can be found in a variety of areas the day of the competition and the evening before. The evening before the competition there is a need for volunteers to assist in directing the teams as they check in their product. We will also need a team of volunteers for the physical set-up of the competition on the evening of Friday, March 1. The day of the competition, we are looking for volunteers to direct attendees to the proper areas. We also need people to time the culinary and management competitions, collect and run score sheets and assist teams with their timelines, etc. Also, once all of the awards and accolades have been presented, we will need a team of folks to break down the physical set-up of the competition.

The KRAEF is always looking to partner with sponsors who are interested in donating both their time and resources to ProStart Kentucky. KPSI 2019 is the perfect time to become a sponsor. Not only will your brand be shared across the state in press releases and on the KRA and KRAEF websites, but you will also be featured at KPSI in a variety of ways and may also have the opportunity to be a presenting sponsor. Sponsorships currently run from Jan 1, 2019 to December 31, 2019. Other benefits include, but are not limited to, first preference in involvement with any KRAEF organized event, recognition of sponsorship at all KRAEF organized events and the opportunity to be on the ground floor of ProStart Kentucky.

If you are interested in any of these opportunities or would like to discuss other ways to become involved with ProStart Kentucky, please contact Chris Schwartz at chris@kyra.org or at (859) 230-4749.
What to Expect When You Hire a ProStart® Student

WHAT IS PROSTART®?
ProStart is a nationwide, two-year program for high school students that develops the best and brightest talent into tomorrow's leaders in the restaurant and foodservice industry. From culinary techniques to management skills, ProStart’s industry-driven curriculum combines real-world educational opportunities and builds practical skills into a foundation that will last a lifetime. By bringing industry and classroom together, ProStart gives students a platform to discover new interests and talents that opens the door for fulfilling careers.

Through a curriculum and experiential learning, the program covers all facets of the restaurant and foodservice industry, exposes students to viable careers, inspires them to succeed, and sets a high standard of excellence for students and the industry. With national and local support from industry members, educators, the National Restaurant Association Educational Foundation and state restaurant associations, ProStart reaches nearly 140,000 students nationwide in more than 1,800 schools across all 50 states, the Territory of Guam & Department of Defense Education Activity schools in Europe and the Pacific.

WHAT DOES IT TAKE TO SUCCESSFULLY COMPLETE PROSTART?
In addition to successfully completing the two-year curriculum, ProStart students will take two national exams, complete 400 hours of industry work experience, and demonstrate 52 of 75 core competencies across job-related observable skills and employability skills. The culmination of all this hard work results in the National ProStart Certificate of Achievement, a post-secondary and industry recognized certification that can result in scholarships, class credits and credit towards work experience requirements.

SO, WHAT CAN YOU EXPECT WHEN YOU HIRE A PROSTART STUDENT?
ProStart students come to your organization ready to make an immediate impact. The program and curriculum teach the following, among other topics:

- Safety and sanitation
- Culinary arts
- Kitchen essentials
- Leadership
- Management essentials
- Purchasing, inventory and cost control
- Customer service and communication
- Sustainability

ProStart students have committed themselves to working hard toward a rewarding career in our industry and are armed with the foundational skills necessary for success in the front-of-the-house and back-of-the-house. These students are passionate about working in our industry and will be some of your best long-term employees.

During the ProStart experience - Hire a student as an intern or part-time employee as they go through the program and provide an opportunity for them to apply and hone their training, more deeply explore the industry, and gain mentors and guidance on their career pathway.

Upon graduation from ProStart - Launch a young graduate on their career path, point them toward future training and growth, and earn a trained, motivated, committed employee.

The ProStart student joins your organization with a commitment to and passion for working in a restaurant or foodservice setting. They recognize that the restaurant industry provides true opportunities for career growth and are well-prepared to hit the ground running on day one.

For more information go to ChooseRestaurants.org/ProStart or email ProStart@nraef.org
November

4th - Daylight Savings
5th - Restaurant Industry Award nomination deadline
5th - KRA Board of Directors Meeting
11th - Veterans Day
12th - ServSafe® Louisville, KY
13th - Northern Chapter Board of Directors Meeting
15th - KRA Day at the Races Expo
       Churchill Down
       Louisville, KY
22nd - Thanksgiving
23rd - Black Friday

December

3rd - 2019 Restaurateur's Gala Nomination deadline
10th - ServSafe® Louisville, KY
11th - Louisville Chapter Holiday Mixer
24th - Christmas Eve
25th - Christmas Day
31st - New Years Eve

January

1st - New Year's Day
21st - KRA Board of Directors Meeting
21st - 2019 Restaurateur's Gala
21st - Martin Luther King, Jr. Day
21st - ServSafe® Louisville, KY
29th - ServSafe® Lexington, KY
Q. As many types of piercings are starting to become more popular, I have had a few questions on what the Kentucky Health Department laws are on any piercing restrictions for my restaurant’s employees. Do you know?

A. The Food Code (2-303.11) states that an employee may only wear a plain ring such as a wedding band on hands. It does not address any piercings in the face. However, in the annex it states “An additional hazard associated with jewelry is the possibility that pieces of the item or the whole item itself may fall into the food being prepared. Hard foreign objects in food may cause medical problems for consumers, such as chipped and/or broken teeth and internal cuts and lesions.” Of course, your company may also make policies around piercings.

Q. I saw that KRA has some health insurance options for members. What are they like?

A. We’re working with two programs: United Health Care (UHC), available through the National Restaurant Association, and Bridgework Health. The UHC Association Health Plans are robust and any broker who quotes UHC can quote these plans to members of KRA. The Bridgework plans are limited benefit plans but offer limited outpatient and inpatient medical benefits for flexibility. Please visit www.kyra.org and click on “Health Insurance” at the top to review and visit the websites and/or request a quote or more information.

Q. Two questions about the Churchill Downs Expo: is it members only? And do I have to arrive at 10 a.m.? I really want to attend!

A. This event is for all restaurant/foodservice owners, managers and chefs – member or non-member, previous member and future member! We want everyone to visit with us and enjoy the day. We’re having two pre-Expo “classes” at 9 a.m.: Kentucky Proud will present about their Restaurant Rewards program, and we’ll have a health insurance presentation to explain the programs mentioned above. We ask our guests to arrive between 9:45 and 10:30 because we’re in an area with special access, and Churchill Downs wants us all in place before the gates open to the public. Try hard to get there by 10:30! We can’t wait to see you. Register at www.kyra.org or send an email to stacy@kyra.org.

How may we be of assistance? Call the Kentucky Restaurant Association at 502-400-3736 or email stacy@kyra.org with your question.
SNAG Holiday Hiring Survey reveals tight labor market likely to push hourly wages higher this season

There's likely to be good news for temporary hourly workers this holiday season. Employers, including retailers, hotels, and restaurants, say they expect to be filling more jobs and offering significantly higher wages than they did last year in order to attract seasonal workers in the fourth quarter. That's according to the 2018 Annual Holiday Hiring Survey released in October by Snag, the nation's largest marketplace for hourly work.

According to the Snag nationwide survey, employers expect the average hourly wage for seasonal workers to jump nearly 32%, from $11.70 in 2017 to $15.40 this year. Retail is leading the way in expected seasonal wage growth, jumping by as much as 54%, with hospitality companies forecasting increases of 51%, and restaurant wages rising around 33%. In addition to paying more, employers began recruiting earlier than usual in order to attract talent in the tightest labor market in nearly two decades.

With more employers saying they’ll need extra workers this year (84% versus 77% in 2017), the competition for skilled hourly employees is expected to be fierce, and 86% of employers say they will struggle to fill temporary seasonal positions. To attract workers, a majority of employers (77%) say they’ll be offering perks and benefits including paid time off, training opportunities, childcare, tuition stipends, health insurance, and even transportation reimbursement.

“A growing number of hourly employers understand that having the best workers improves the customer experience and increases revenue,” said Snag CEO Fabio Rosati. “In order to attract and retain the most qualified seasonal workers, many companies are stepping up their game and offering more hours and benefits, higher wages, and flexible schedules.”

Managers’ anticipation for increased hiring this holiday season reflects optimism about the fourth quarter and the ongoing strength of the US economy. But with unemployment at record low levels, businesses are recognizing that they’ll likely need to offer workers more money and other perks if they are to be competitive in this very tight labor market. That could be good news for workers, who may finally see bigger paychecks after years of wage stagnation,” said Dr. Terry Clower, Director for the Center for Regional Analysis at George Mason University.

Additional findings from the report include:

- The number of companies that began recruiting in August or earlier more than doubled compared with last year.
- In the restaurant industry, the hottest hourly positions this holiday season will be servers, dishwashers and cashiers.
- Managing employee schedules during the holiday period is expected to be one of the biggest challenges according to 54% of employers.
- The lack of qualified workers and competition from other employers are the major challenges employers are facing as they seek to fill jobs.
- A majority of employers (62%) have increased their use of social media to recruit hourly workers this year.

Data for the 11th Annual Snag Holiday Hiring Report was conducted by Wakefield Research, which surveyed 1,000 employers with hiring responsibilities, specifically targeting the nation’s retail, restaurant and hospitality industries.

- www.snag.co

IRS Issues Proposed Regulations on New Deduction for Passthrough Businesses

In August, the Internal Revenue Service issued proposed regulations (www.irs.gov/pub/irs-drop/reg-107892-19.pdf) for a new provision allowing many owners of a sole proprietorships, partnerships, trusts and S corporations to deduct 20% of their qualified business income.

The new deduction - referred to as the Section 199A deduction or the deduction for qualified business income - was created by the Tax Cuts and Jobs Act. The deduction is available for tax years beginning after December 31, 2017 Eligible taxpayers can claim it for the first time on the 2018 federal income tax return they file next year.

The deduction is generally available to eligible taxpayers whose 2018 taxable incomes fall below $315,000 for joint returns and $157,000 for other taxpayers. It's generally equal to the lesser of 20% of their qualified real estate investment trust dividends and qualified publicly traded partnership income or 20% of taxable income minus net gains.

Deductions for taxpayers above the $157,000/$315,000 taxable income thresholds may be limited. Those limitations are fully described in the proposed regulations.

Qualified business income includes domestic income from a trade or business. Employee wages, capital gain, interest and dividend income are excluded.

In addition, Notice 2018-64, also issued in August, provides methods for calculating Form W-2 wages for purposes of the limitations on this deduction. More information in the form of FAQs on Section 199A can be found on the IRS.gov.

Taxpayers may rely on the rules in these proposed regulations until final regulations are published in the Federal Register.

Written or electronic comments and requests for a public hearing on this proposed regulation must be received within 45 days of publication in the Federal Register.

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Bourbon rises as brown spirits enjoy new popularity

Bourbon, the distinctly American corn-based whiskey, is on the rise.

Through a combination of the growing craft spirits category, savvy marketing, the cocktail culture sweeping the nation’s nightlife scene, and a rise in interest from Millennials and women, bourbon is one of the fastest-growing categories in the beverage alcohol world.

According to the Distilled Spirits Council of the United States, bourbon and Tennessee whiskey exports topped $1 billion in 2015 for the third straight year.

By understanding the history of this truly American product, as well as ensuring that restaurant and bar staff are educated about bourbon’s production, operators can increase beverage sales through some simple marketing creativity. And by offering a robust list of brands, guests can also experience the myriad flavors that come from the simple interaction between alcohol, wood, time and tender-loving care.

There is much debate as to who the first bourbon distiller was, but we do know that it began being made sometime around the 1780s in Kentucky. Early tinkerers found that charring the wood of the barrels they aged the liquor in mellowed their fiery corn whiskey.

Over time, specific rules were set that define what actually makes bourbon bourbon. By law, it can only be produced in the United States, needs to be made with at least 51 percent corn, must be distilled at 160 proof or less, put into the barrel at 125 proof or less and contain no additives. Furthermore, the distillate must be aged in a charred new oak barrel. Those are the broad parameters, and if you go another layer down, to call it a “straight bourbon,” you must age it for at least two years in a barrel. If you age it for less than four years, you have to put an age statement on the bottle. Additionally, one of the factors that helped spawn a number of high-end offerings, single-barrel bourbons, were introduced in 1984.

As with most whiskey in general, most bourbons are made by blending whiskies of different ages to create a consistent blend. Single-barrel bourbons, on the other hand, are just what they sound like — bourbon poured straight into bottles from a single barrel, capturing the unique characteristics of each vessel.

In the past century, bourbon has ridden a rollercoaster of popularity and unpopularity. During the World War II, many American distilleries were commandeered by the U.S. government and forced to produce industrial-grade alcohol for the military, essentially stopping an industry already ravaged by Prohibition. But as the post-war era unfolded, and with it a new age of prosperity, bourbon soon became the darling of the masses, with whiskey and soda becoming the nation’s preferred drink.

“The 1950s were the golden age of the Kentucky bourbon industry,” historian Michael R. Veach writes in his book Kentucky Bourbon Whiskey.

But that popularity would not last. Changing tastes in the 1960s and early ’70s hit bourbon hard, and “white spirits” such as vodka and unaged rum became popular. By the 1980s, the bourbon industry had seen such a slump that many large distilleries once thought untouchable closed their doors.

Fast forward to the 21st century. Bourbon’s compelling history, helped by clever marketers and small-scale craft distillers, has once again enrapped the tastes of Americans, as well as the rest of the world.

This explosion of interest means higher demand from consumers in the hospitality space and a need for education and creativity to ensure that you’re maximizing your profit from this white-hot category. Fine-dining operations, in particular, are seeing cult brands such as Pappy Van Winkle, which can sell for thousands of dollars a bottle, being asked for as a new generational status symbol. Move over First Growth Bordeaux, and make way for Kentucky gold.

Many people think bourbon must be created in the state of Kentucky, but that is a misconception, as it can be created anywhere in the U.S. However, Kentucky is the ancestral home of bourbon and, according to the Kentucky Distillers’ Association, the state produces more than 95 percent of the world’s bourbon, with over 5.3 million barrels maturing in Kentucky, which means the state has more barrels of bourbon than people.

The hospitality industry also has aided in the bourbon boom with an array of creative programs. Marriott Hotels, for instance, recently rolled out The Marriott Bourbon Program at more than 250 properties nationwide. This program trains bar staff on the history of the spirit and offers tips on storytelling to guests. It also offers signature cocktails and bourbon flights, and often hosts “Bourbon Battles” to test the skills of its mixologists versus local bartenders.

Guests at the Hyatt Regency in Lexington, Ky., can mix their own bourbon drinks as they are divided into teams and taken through a lesson on the history of bourbon. Then they’re trained on some basic principals of making drinks and are let loose with their creativity.

At fine-dining restaurants around the country, beverage managers are beefing up the number of brands they offer. Given the high profitability of cocktails, that gives bourbon great potential as a moneymaker for restaurants and bars.

https://www.nrn.com/beverage-trends
Choosing bar drink prices is a tricky line to toe. Too expensive, and you drive away customers. Too cheap, and you won’t be in business for much longer. One of the most important aspects of a restaurant, and especially a bar, is to create a profitable and manageable list of cocktails. There are many variables that each business needs to take into consideration when figuring out how to price drinks, like rent and overhead, but there are also a few industry standards that we’ll highlight to help you properly price drinks for your bar or restaurant.

**Establish Alcohol Costs**

When taking into consideration how many different types and brands of liquors are used, it can seem quite overwhelming to begin setting a standard for your pricing. Fortunately, it’s just simple math that will be applied across your entire drinks menu. In most bars and restaurants, a beverage cost of 20 to 25 percent is the industry standard. Simply put, the beverage cost is how much each drink is costing you as the owner. This pricing will fluctuate depending on the type of establishment, whether it is a small town bar or a high-end restaurant in a major city. A sports bar serving a happy hour may see a 30 percent beverage cost, while an upper-class martini bar keeps its beverage cost at 18 percent.

The biggest remaining step is pricing the ingredients in each drink. In this part of the process, beer and wine are much simpler than liquor. For beer, you’ll need to know how many pints are in your kegs and how many bottles are in a case. For wine, you’ll need to set a standard on how many ounces are poured per glass. Dividing the keg capacity by your serving sizes, the wine bottles by your serving sizes, and a case of beer by the number of bottles will give you the alcohol for each of those respective drinks.

As for cocktails, you’ll need to price out each individual ingredient. It’s more tedious, but done in the same process as beer and wine. To determine the cost per ounce for each type of liquor you serve, divide the cost of each bottle of liquor by the amount of liquor it holds. If a 25-ounce bottle costs $22, the price per ounce is 0.88 cents.

**Other Aspects to Consider**

Creating Standard Recipes

Establishing standard recipes for each drink is important to ensure consistency and quality. If each bartender makes cocktails a different way, your customers aren’t only receiving different types of margaritas, but your effort to price the beverage is essentially useless.

When standardizing recipes it’s also important to stress the necessity of avoiding over-pouring to your bartenders. Over-pouring costs bars thousands of dollars per year, but you can help prevent that by adding measured pourers behind the bar.

**Checking Out the Competition**

A beverage cost of 20 to 25 percent is a suggestion that’s widely accepted, but it’s not a black and white situation. If you’re priced significantly higher than the bar around the corner, chances are that you’ll slowly lose business and see the effects financially. And vice versa, bar drink prices that are too low won’t cover costs of staff, rent, and electric.

Ultimately, pricing depends on how much you paid for alcohol, the competition or the type of clientele you wish to attract, and the overall profit you plan to bring in. Find that happy medium, and you’ll have a continuous flow of satisfied customers.
Types of Warewashing Chemicals

Not sure which warewashing products are right for your kitchen? Whether you are washing dishes manually or with a dish machine, each method has its own kinds of detergents and sanitizers that are important to meet regulations.

All sanitizers are regulated by state and federal environmental protection agencies.

Types of Warewashing

High Temperature Dish Machines
- Wash temperature ranges from 150 - 165 degrees Fahrenheit
- Rinse temperature ranges from 180 - 194 degrees Fahrenheit
- Requires a detergent and a rinse aid
- Sanitizing is done by the extremely hot rinse water temperature.

Low Temperature Dish Machines
- Wash temperature ranges from 120 - 160 degrees Fahrenheit
- Rinse temperature is a minimum of 120 degrees Fahrenheit
- Requires a detergent, rinse agent, and chemical sanitizer

Manual Dish Washing
- A 3 compartment stainless steel sink is required: one compartment each for washing, rinsing, and sanitizing
- Quaternary sanitizers are commonly used, as are iodine based sanitizers.

Rinse aids encourage rapid sheeting of water from dishes to decrease drying times, and are available in formulas for high or low temperature dish washing machines.

Sanitizer is used in manual or low temperature machine applications. Actual requirements may vary depending on local codes and water hardness. High temperature machines do not require sanitizer because the extremely hot water effectively sanitizes dishes.

- Quaternary (QAC) sanitizer levels in three compartment sinks can easily be tested with Quaternary test strips.
- Test chlorine sanitizer levels in low temperature dish machines with chlorine test strips.

General Guidelines for the Effective Use of Chlorine, Iodine and Quats:

Chlorine
- >75 degrees Fahrenheit | 50-99 ppm
- ≥100 degrees Fahrenheit | 50 - 99 ppm

Iodine
- 68 degrees Fahrenheit | 12.5 - 25 ppm

QUATs (Quaternary Ammonium Compounds)
- 75 degrees Fahrenheit | 200 - 400 ppm

Specialized Chemicals

Bar glass detergents are designed to remove tough soils, like lipstick, from bar glasses without affecting beer head.

Tableware presoak helps to loosen and remove food film from silverware, stainless steel, flatware, and glass. Some varieties can also be used to de-tarnish silver.

Cleaning and Sanitizing Bar Surfaces

To clean and sanitize a surface, the follow steps must be followed.
1. Scrape or remove food bits from the surface.
   - Use the correct cleaning tool, such as a nylon brush or pad, or a cloth towel
2. Wash the surface.
   - Prepare the cleaning solution with an approved cleaner.
   - Wash the surface with the correct cleaning tool, such as a cloth towel.
3. Rinse the surface.
   - Use clean water.
   - Rinse the surface with the correct cleaning tool, such as cloth towel.
4. Sanitize the surface.
   - Use the correct sanitizing solution.
   - Prepare the concentration per manufacturer requirements.
   - Use the correct tool, such as a cloth towel, to sanitize the surface.
   - Make sure the entire surface has come in contact with the sanitizing solution.
5. Allow the surface to air-dry.
   - Place bar ware upside down on a dish rack or other sanitized surface.

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All undergraduate culinary courses are now offered at a reduced tuition due to our recent merger! Visit sullivan.edu/savings to learn more.

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Event & Tourism Management

Classes start every January, March, June and September.
Down One Bourbon Bar: brisket, beer, bourbon and live bluegrass make this newly-remodeled stop on the Urban Bourbon Trail a can’t-miss.

Down One Bourbon Bar has been a favorite downtown watering hole for the past decade, receiving accolades for its craft cocktails and bourbon selection. (They offer over 140.) Nestled in the heart of Louisville’s historic Whisky Row, Down One offers a unique experience for the bourbon enthusiast, a fast and delicious lunch spot for the downtown professional and a perfect view of the game -- a TV is visible from almost every seat. Adjacent to the Yum! Center, Down One even offers “draft cocktails” for that quick sip before a concert or event.

Now, after a complete renovation and a complete menu overhaul, this hidden gem is better than ever. With house-smoked meats, scratch-made biscuits and a comfortable dog-friendly patio, it’s easy to see why this is becoming a daily haunt for the downtown crowd. In addition, Down One offers a 30 minute lunch special guarantee and daily happy hour specials.

The new menu relies on southern favorites like cheese curds, loaded “massive, four-corner” biscuits and house-made pimento cheese. There are also a few nods south-of-the-border with flat iron street corn, an adobo chicken sandwich and a variety of tacos. The star of the menu is the beef brisket, which makes an appearance on a biscuit, a sandwich, a taco and in the smoked brisket chili.

Like every favorite watering hole, Down One’s best feature are the people. Nick Swope, General Manager, believes that ongoing education is the key to delivering great service and fostering relationships with guests. That’s why the staff at Down One is given monthly “Bourbon Homework”, allowing them to research in detail a bourbon from the Down One offering. They visit distilleries, invite vendors in for training and encourage sharing cross-training among the team.

“We take our spot on the Urban Bourbon Trail very seriously. We want to offer the best bourbon experience possible, and a well-informed, well-educated staff is crucial to that experience. We also manage to have a bit of fun while we’re at it,” said Nick Swope, General Manager.

Down One is available for catering and events.

In addition to the new menu and space, Down One has added one more element: it is the only Louisville bar to shine a spotlight on the south’s beloved music genre, bluegrass. Live bluegrass is scheduled for every Thursday along with the first and third Saturdays of each month. The events schedule is located on the Down One Facebook page.

Down One hours of operation:
Monday – Thursday 11 a.m.-11 p.m.
Friday 11 a.m. - 1 a.m.
Saturday 4 p.m. - 1 a.m.
Closed Sunday (open during select Yum! Center events)
Bourbon Cider Punch

Equal parts:  Bourbon  
Local apple cider  
Chardonnay

Splash lemon juice, citric acid  
water, and maple syrup to taste.

The ingredients are shaken with  
puréed ginger and then strained  
into a coupe glass.

Garnish with a thin slice of a locally  
grown apple and fresh ground  
cinnamon.
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Tito’s Handmade Vodka
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Lunch Provided by:
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US Foods
Wilderness Trail Distillery

2018 COTG 1st Place Team - Hall’s on the River
Honoring Industry Stars In Diversity, Community Service And Hospitality

The restaurant industry is one of the most diverse industries in the country employing more minority managers than any other industry. It is also one of the most charitable industries in the United States. Currently, nine out of ten restaurants are actively involved in charitable activities on a daily basis. To help celebrate these industry STARS making a difference each and every day, the National Restaurant Association Educational Foundation (NRAEF) has teamed up with American Express, PepsiCo Foodservice and Ecolab to honor individuals with the annual Restaurant Neighbor Award, Faces of Diversity American Dream Award and Ambassador of Hospitality Award.

For more information, please contact Alyssa Prince at aprince@nraef.org.

Deadline for submissions is November 5, 2018.

Restaurant Neighbor Award - The Restaurant Neighbor Award recognizes restaurants for outstanding community service and philanthropy. National winners are chosen from a pool of state winners to win $10,000 to support their favorite charity or non-profit. This award is sponsored by American Express.

Face of Diversity American Dream Award — The American Dream Award honors individuals from a diverse background who, through hard work and determination, have realized their American dream. Three winners are honored each year with this award and three $2,500 scholarships are awarded to ProStart students in the names of the winners. This award is sponsored by PepsiCo Foodservice.

Thad and Alice Eure Ambassador of Hospitality Award – The Thad and Alice Eure Ambassador of Hospitality Award honors an individual who has shown extraordinary achievement and exemplary leadership in the restaurant and hospitality industry. This award is sponsored by Ecolab.
Restaurant and foodservice jobs in Kentucky in 2018 = 10% of employment in the state
And by 2028, that number is projected to grow by 11.3% = 22,900 additional jobs, for a total of 225,100
Hiring a Bartender

Bartending is a complex job that requires employees to juggle multiple tickets at once, upsell customers, facilitate sales, remember complicated drink recipes, and much more. But, having a staff of competent bartenders is essential for ensuring the success of your bar. We'll walk you through all the steps of how to hire a bartender from writing a job description to interview tips, to ensure you find the right candidate for your bar or restaurant.

Types of Bartenders

There are many different types of bartenders, each with varying levels of education and experience, and not every bartender is the right fit for each bar or establishment. For example, you wouldn't need a highly skilled sommelier or cicerone to serve drinks at your wedding reception or catered event. So, before you start writing up your bartender job description, it’s best to know the five main types of bartenders, so you can adjust your expectations and decide which type is best for your business.

1. Bartenders
The most common type of employee in the bar industry is a standard bartender. The bartender is responsible for mixing cocktails and taking orders, but they’re also responsible for creating a welcoming atmosphere for the customers that helps facilitate sales. The main difference between a mixologist and a bartender is that the mixologist focuses on the cocktails whereas the bartender focuses on the customer and providing an excellent experience.

2. Mixologists
Some people think of mixologists as glorified bartenders, but a true mixologist utilizes many skills that set them apart from the rest of the staff. Most mixologists have a background at a bartending school, and they know how to craft new cocktail recipes, create ingredients such as bitters and syrups, and design seasonal cocktail menus.

3. Bar Back
Bar back is an entry-level position in a bar, making it ideal for aspiring bartenders with no experience. The bar back works as an assistant to the bartenders by performing tasks such as stocking your bar with alcohol and disposables, prepping mixers and garnishes, and changing kegs. Hiring a bar back is essential for busy bars and restaurants, as they allow your bartending staff to focus on the customer and making drinks.

4. Sommeliers
A sommelier is a highly trained employee that specializes in wine. Sommeliers work to create wine lists, suggest wines to individual customers, and train other staff on proper wine service. Due to their years of training and education, hiring a sommelier is very expensive, so you should only consider it if your establishment has an extensive wine list. Additionally, most sommeliers won’t handle typical bartending responsibilities, such as mixing cocktails or serving beers.

5. Cicerones
Cicerones are bartenders that have completed their Cicerone certification and are experts in the flavors, styles, and service of beer. Cicerones should also have a good grasp on the best type of glass to serve your beer in and good beer and food pairings to suggest to your customers. Additionally, Cicerones may complete other bartending tasks, such as pouring beers, washing glasses, taking orders, and mixing cocktails. Due to their expansive knowledge of beer, hiring a Cicerone is ideal for breweries and bars with a large beer selection.

Bartender Skills

Bartending is a specialized profession that requires specific characteristics, so when hiring a bartender, there are specific skills that you should look for. Here are some of the main bartending skills your candidate should have:

- Multi-Tasking: Bartenders need to be able to create drinks while also taking orders and maintaining a rapport with customers.
- Excellent Time Management: It is important that your bartender can create drinks efficiently without overpouring so customers don’t get impatient.
• Outgoing: Working in a bar requires a certain type of personality, and having an outgoing and compassionate attitude can help create more sales. The ideal bartender
• Sales Ability: One of the most important skills for a bartender is sales skill and the ability to upsell customers. Upselling involves suggesting guests choose top shelf liquors or make additional purchases, such as food to accompany drinks.
• Responsible: In addition to valuable bottles of alcohol, bartenders have access to more money than anyone else in the bar or restaurant. Be sure to check potential applicants’ backgrounds to ensure they’re someone you can trust.

Bartending Safety Certifications
When hiring a bartender, you must be sure that your potential employees have all of the necessary safety certifications. If your employees do not have the proper certifications, your business can face fines, increased insurance costs, the loss of your liquor license, or even imprisonment. There are two major safety certifications that you should check for: TIPS and ServSafe Alcohol.

• ServSafe Alcohol is a branch of ServSafe that was developed by the National Restaurant Association (NRA), and it’s designed to prepare bar employees to serve alcohol responsibly. To become ServSafe Alcohol certified, your employees need to read documents, attend a class, and pass an exam. The KRA offers these classes, contact Lisa McLaughlin at lisa@kyra.org to get your staff trained and certified.

• Training for Intervention Procedures (TIPS) is a global leader in education and training for the responsible sale, service, and consumption of alcohol. Their goal is to help foodservice industry employees prevent drunk driving, underage drinking, and intoxication in order to keep staff and patrons safe. Similar to ServSafe Alcohol, employees must read documents and pass an exam to become TIPS certified.

Writing a Bartending Job Description
Once you’ve outlined what type of bartender you need in your bar or restaurant and what certifications are necessary, you can begin writing a job description. Your job description should have four main sections: the job title, job summary, responsibilities and duties, and qualifications and skills.

1. Job Title: Your job title should include a general term, such as bartender or bar back, so it’s easy to find. You can also add additional information such as any qualifications to help weed out under-qualified candidates.

2. Job Summary: Your job summary should give applicants an idea about what type of business you are and what you’re looking for to help determine if they’d be a good fit.

3. Responsibilities and Duties: This section is the most important, and it’s where you’ll outline the duties that you expect the new employee to perform. This should include things like customer service, keeping the bar area clean, making drinks, and handling money.

4. Qualifications and Skills: This section should include education, experience, and certification requirements, such as a high school diploma or bartending school experience. You can also include personality traits and skill requirements, such as excellent interpersonal skills or sales ability. Additionally, you may also want to specify if there will be heavy lifting or dealing with food and alcohol shipments.

Once you’ve created your bartender job description, you can post your listing on major job searching sites like Indeed, Craigslist, or Monster. If you’re looking for a specialized employee though, such as a sommelier or Cicerone, you can also consider posting your job description on specialized sites.

Interview Questions for Bartenders
Once you have a few bartending candidates lined up, your next step will be to hold phone or in-person interviews. While you may have some questions in mind, here are some additional questions you should ask potential employees:

• Have you run a full bar before, or do you only have experience working in a service bar?
• How can you tell if a customer has had too much to drink?
• How would you handle a patron that has had too much to drink?
• Which safety certifications do you have?
• How do you handle unhappy customers?
• If a customer is dissatisfied with the flavor or strength of their drink, how would you handle the situation?
• What was the environment like in your previous bartending position?
• How do you handle working in a busy and high-stress environment?

During the interview, you want to ensure that your potential bartender can handle unruly customers, busy shifts, and unexpected situations. If your candidate passes the interview section, also consider asking them to prepare a few sample cocktails at your bar so you can observe their skills firsthand.

The right bartender should blend craftsmanship, technical knowledge, personality, and sales, so it’s important that you choose wisely. Additionally, choosing the best candidate can ensure the success of your business and lead to increased sales and more return customers.

https://www.webstaurantstore.com/article/33/how-to-hire-a-bartender.html
With winter quickly approaching, now is the time to strategize about how to boost your bar or restaurant’s sales during this off-peak season. While the festive holiday season makes it a prime time for celebrations and private parties, you still can’t ignore the fact that when temperatures freeze up so do consumers’ spending on dining out.

In order to stay ahead of your competition during these slower times, you’ll need to think outside of the box, even if it means doing things differently than you would any other time of year. Here are ideas to help your bar or restaurant boost sales through the winter chill.

**Feature heartier entrées, soups and stews on the menu:**
When creating your winter menu, think about all of the delicious warming foods that people love to eat when the temperatures drop. Homemade soups, stews and classic comfort foods will be sure winners with your hungry and cold patrons.

**Cater to takeout customers:**
With shorter days, long work weeks and the challenges that cold weather brings, many hungry consumers opt for the comfort and convenience of takeout. Cater to them by offering curbside takeout service or home delivery. You may also consider offering customers the ability to place their orders and pay for the bill right from your website or Facebook page.

**Make the most out of holiday rush times:**
Give your customers every reason to dine at your restaurant during the holiday season. For instance, offer holiday lunch specials that appeal to busy holiday shoppers on the go, and remember to make the most out of your banquet space for large groups or company parties.

**Give your marketing and promotional activities EXTRA love:**
Every restaurant will be fighting for their piece of the holiday season market share, so it’s especially important to make sure that your brand is front and center when things slow down.

**Put a festive spin on your bar menu:**
There’s nothing like a bourbon, Irish coffee or glass of red wine to warm you up inside. Don’t miss valuable opportunities to add to your customers’ tabs with alcohol. Get creative with winter cocktails.

**Impart warmth and coziness through your décor:**
Give your guests a respite from the cold with added touches, such as cranking up the fireplace, serving hot cocoa and eggnog and sprucing up your interior with holiday lights and decorations.

**Enhance your bar or restaurant’s holiday scene live entertainment and special events:**
Offer live entertainment and special events to heighten the holiday spirit. A few ideas... host a holiday party for your VIP guests, bring in Santa during Sunday brunch, or host live trivia games.

**Be kind to your customers’ wallets:**
The holiday season is an expensive time for most consumers, so they will likely be paying extra attention to how much they spend on dining out, especially after all of the holiday fanfare has passed. Think about ways to help your customers save a few bucks without it negatively impacting your restaurant’s profits.

While the seasonal trends of winter can pose difficulties for many bars and restaurants, seizing every opportunity to drive patronage through winter can make all of the difference!

https://www.buzztime.com/business/
Federal law requires all employers to post certain notices:

- Employee Polygraph Protection
- Equal Employment Opportunity
- Job Safety and Health Protection (OSHA)
- Minimum Wage / Fair Labor Standards Act
- Uniformed Services Employment and Reemployment Rights Act (USERRA): The full text of the notice must be provided by each employer to persons entitled to rights and benefits under USERRA. Employers may provide the notice by posting it where employee notices are customarily placed. However, employers are free to provide the USERRA notice in other ways that will minimize costs while ensuring that the full text of the notice is provided (e.g., by distributing the notice by direct handling, mailing, or via electronic mail.)
- Family and Medical Leave Act: must be posted by private sector employers who employ 50 or more employees in 20 or more work weeks, and by all government agencies.

Individual notices may be printed from the US Department of Labor website at www.dol.gov or an all-in-one poster containing these six federal notices may be obtained from the KRA office.

Kentucky state law requires all employers post the following notices as well:

- Unemployment Insurance Benefits
- Safety & Health Protection on the Job
- Wage and Hour Laws
- Child Labor Law
- Wage Discrimination Because of Sex
- Heimlich Maneuver
- Workers Compensation Notice

Establishments are **82% less likely** to experience critical violations during a health inspection when they have staff certified in advanced food safety.

**Protect your reputation. Register your staff for an instructor led class at www.kyra.org**

KRA has the new laminated Space Saver All-In-One State and Federal Labor Law Posters available. Member price $30.00

Contact Lisa at the KRA today to schedule your class!
Lisa@kyra.org

KRA members receive a discount on registrations. Get your staff certified today!
Call KRA today to schedule your group or to register for one of our classes.

502-400-3736 www.kyra.org
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Are you taking full advantage of your membership?
The KRA and NRA offers a number of benefit programs designed to save you time and money. Members who are actively involved in the programs offered by both organizations get the most from their membership dollar. We’re committed to making membership work for you! For more information about these programs, call the KRA Office at 502-400-3736.

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• State & Federal forms
• Alcohol posters
• And much, much more

EMPLOYMENT POSTERS & MORE
• State & Federal combined posters laminated or non-laminated
• Engraved plastic signs (No Smoking, Private, etc.)
• Restaurant employee applications
• Various other employment forms

KRA LIBRARY
Videos and Books available for members to borrow and/or purchase at your convenience

SERVSAFE® & SERVSAFE ALCOHOL®
A one day program that enables you to be trained, tested and certified. On location classes also available for your group! Register online to get your certification today!

SAVE ON CREDIT CARD PROCESSING & PAYROLL PROCESSING
KRA Members receive simplified, flat rates with full disclosure of cost & profit on every statement with Heartland Payment Systems.

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Beyond these member benefits, the KRA is available to answer questions and is committed to helping you grow your business! Call us today!

FOR DETAILS ON ALL MEMBER BENEFITS, CALL THE KRA OFFICE AT
502.400.3736       WWW.KYRA.ORG
WELCOME NEW MEMBERS

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www.kyra.org l 29 l November - December 2018
2019 KRA Restaurateur’s Gala Nomination Criteria

The Kentucky Restaurant Association is proud to honor the hardworking individuals who make the restaurant industry in Kentucky top notch. We will hold the annual KRA Restaurateur’s Gala to honor the cream of the crop on January 14, 2019. Your nomination is a wonderful way to honor those who have demonstrated exceptional professionalism and dedication to the industry. This is your opportunity to honor your coworkers, employees or anyone you know that works in the foodservice industry. Reward them – or yourself – with a nomination for their hard work, great attitude, and exemplary customer service shown throughout the year! Every person nominated for an award will be recognized at the Gala. Take this opportunity to honor the stars of the industry by sending in your nomination(s) today.

- Must be someone who has FUN doing the above!
- Employer must be a current member of the Kentucky Restaurant Association.
- Must be committed to community service.
- Must contribute to the advancement and prestige of the foodservice industry.
- Must be employed in a managerial position.

To be eligible for Kentucky’s outstanding “Manager of the Year,” the nominee:
- Must be someone who has FUN doing the above!
- Must contribute to the advancement and prestige of the foodservice industry.
- Must be employed in a managerial position.

The “Manager of the Year” award honors deserving managers. Many of Kentucky’s restaurants are operated on a daily basis by outstanding managers. This is an opportunity to recognize the best!

To be eligible for Kentucky’s outstanding “Manager of the Year,” the nominee:
- Must be employed in a managerial position.
- Must contribute to the advancement and prestige of the foodservice industry.
- Must be actively engaged and employed in a company that has provided services to the foodservice industry for the past three consecutive years.
- Must be a current member of the Kentucky Restaurant Association.
- Must be someone who has FUN doing the above!

Employee of the Year

This award allows owners, managers, supervisors, and co-workers the opportunity to reward an employee who has given exceptional service to guests, the community, and the hospitality industry. The winner will receive a Pre-Gala pampering package!!

To be eligible for Kentucky’s outstanding “Employee of the Year,” the nominee:
- Must have contributed greatly to the success of the establishment.
- Employer must be a current member of the Kentucky Restaurant Association.
- Must be someone who has FUN doing the above and is a joy to have at work!

Chapter Member of the Year

This award honors any member of the Kentucky Restaurant Association, be it an Active Member (restaurant) or an Associate Member (supplier/purveyor) for all of the hard work and dedication to the industry and specifically to the Chapter.

To be eligible for “Chapter Member of the Year”, the nominee:
- Must contribute greatly to the advancement and prestige of the foodservice industry in their area.
- Must be a current member of the Kentucky Restaurant Association.
- Must be an active member that is for the betterment of the KRA chapter as a whole.
- Must be someone who has FUN doing the above and is a joy to have at work!

Culinary Student of the Year

This award allows instructors the opportunity to reward a culinary student who has shown the potential for becoming an exceptional chef or restaurateur in the hospitality industry. This nomination must come from the student’s instructor at his/her college or university. To be eligible for Kentucky’s outstanding “Culinary Student of the Year” the nominee:
- Must be a current member of the Kentucky Restaurant Association.
- Must have been employed in the foodservice industry for a minimum of one year;
- Must have recommendation from his/her foodservice employer;
- Must be someone who has FUN learning this profession and is a joy to have at school and work!

Nomination Form - 2019 KRA Hospitality Industry Awards

Instructions: Please photocopy form as needed for additional nominations/categories. All nominations must be received by Monday, December 3, 2018. Forms received after this date will not be considered. Please call the KRA at (502) 400-3736 to confirm receipt of your nomination(s). Check the category for which you are making the nomination. Submit a separate form for each nomination/category. All nominees will be recognized at the awards ceremony. Be sure that the nominee meets the criteria given for that category. (Please type or print clearly.)

Award Category (Please check one.)

_____ Restaurateur of the Year    _____ Manager of the Year    _____ Supplier of the Year    _____ Employee of the Year

_____ Culinary Student of the Year    _____ Chapter Member of the Year

Nominee’s Name: __________________________ Title: __________________________ Length of Employment: ______________

Company: __________________________ Address: __________________________ City/State/Zip: __________________________

Phone: __________________________ Fax: __________________________

Nominated by: __________________________ Company: __________________________ Address: __________________________

City/State/Zip: __________________________ Phone: __________________________ Fax: __________________________

Mail or Fax to: Kentucky Restaurant Association, 133 Evergreen Road, Suite 201, Louisville, KY  40243
Fax: (502) 896-0465  Questions? Call (502) 400-3736
The Kentucky Restaurant Association and Heartland Payment Systems present the

2019 Restaurateur’s Gala

January 21, 2019
The Brown Hotel - Louisville, KY

Join us for an evening of fine dining, refreshing libations and awards.

6:30 pm registration - 7:15 pm dinner
awards with dancing afterwards

This special night will recognize and celebrate the stars of the industry.

Culinary Student of the Year
Chapter Member of the Year
Employee of the Year
Supplier of the Year
Manager of the Year
Restaurateur of the Year
Proud of the company we keep

We care about the kind of work we do and who we do it for by focusing on the customer’s present and future needs, cultivating quality relationships and providing the best payments, payroll, point-of-sale, customer engagement and lending products to businesses across the country.

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