THE “RHODE” TO NATIONALS
DELAWARE PROSTART STUDENTS HOST ANNUAL FUNDRAISING DINNER & STATE WINNERS ADVANCE TO RHODE ISLAND FOR NATIONAL STUDENT INVITATIONAL!

INSIDE THIS ISSUE
• 4th Annual DRAEF Fundraising Dinner
• Q&A Feature: Peter Buoncristiano
• New FDA Menu-Labeling Laws go into Effect
As a restaurant owner, you understand the value of great service. So it makes sense to partner with CBM Insurance, an agency with that same commitment to service.

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– Bobby Pancake, Owner, High 5 Hospitality; Past Chairman of Delaware Restaurant Association.

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Professionalizing Apprentice Models:
The Restaurant Industry Approach

Carrie Leishman, President & CEO

When one thinks of apprenticeship, images of craftsmen huddled over a tool bench during the 17th century come to mind, or more currently of laborers in the “trades” earning low or non-professional wages. As parents we shunned these careers and pushed our children into expensive colleges with the new promise of success. The millennial dilemma of skyrocketing student debt, alongside a generation of college graduates with no real career-ready skills headlines our daily news feed…. and companies nationwide are experiencing historically low unemployment and lamenting a lack of skilled applicants coming through their doors.

According to the National Skills Coalition, there are 5.9 million job openings in the United States, and 6.6 million unemployed Americans. The skills gap is a major reason why these jobs continue to go unfilled, especially for those jobs that don’t require a four-year college degree. Apprenticeships are an alternative and can begin to address this need.

Apprenticeships are programs that provide on-the-job training and instruction for workers in highly-skilled occupations across a range of industries and now with the support and partnership from the National Restaurant Association, apprenticeship is taking off in restaurant management and hospitality.

Dollar for dollar, no workforce training method packs as much punch as apprenticeship. Every federal dollar invested in apprenticeship programs brings a $27 dollar return on investment. Apprenticeship combines hands-on training with college course work, and is paired with scalable wage increases. This earn-while-you-learn model leads directly to mastery of a trade without the burden of high tuition fees and student loan debt. Apprenticeship is key to addressing youth unemployment, widening income disparities and the shrinking of the middle class. Nine out of ten apprentices are employed immediately upon finishing their training, at an average starting salary of around $50,000 a year, and those who complete apprenticeships earn $300,000 more over the course of a career than peers who did not participate in apprenticeships.

We are a proud partner with the Delaware Department of Education’s ‘Pathways to Prosperity’ initiative. Both organizations recognize the value of the apprenticeship model through our commitment to ProStart—the nationally recognized culinary and hospitality management program in 18 high schools serving 3,000 students. This school to work initiative prepares students for fast growing careers in culinary and hospitality management. ProStart is the model Pathway with a strong focus on certification, educator professional development and workplace learning. In fact, 55% of our ProStart juniors and seniors are working and more than half of those (65%) are earning and learning in restaurants! ProStart apprentices are learning the latest in hospitality education while working in Delaware’s largest small business employer!

In the coming year, the Delaware Restaurant Association and its Educational Foundation will look to expand the professional apprenticeship model already working in our schools and help develop additional opportunities for kitchen apprenticeships and apprenticeship programs for Opportunity Youth, those in work-release programs, as well as out of work adults.

We are working to offer opportunities to open doors for everyone as well as create a pipeline for skilled employees in our restaurants. Apprenticeship offers the value and promise a skilled workforce for Delaware’s future.

Very Truly Yours,

Carrie Leishman, President & CEO
Delaware Restaurant Association

Carrie Leishman, President & CEO
Delaware Restaurant Association Educational Foundation

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Training

From the Delaware Restaurant Association Educational Foundation

Delaware law requires the Person-in-Charge (PIC) to demonstrate Food Safety knowledge in order to comply with the updated Food Code. The 2013 Food Code mandates that **ALL foodservice establishments** must have a certified food protection manager on the premises at all times. The ServSafe® Food Protection Manager Certification meets that requirement. Certification is valid for five years.

Classes are open to both Delaware Restaurant Association members and the public. It is highly recommended that participants register for the full class that includes the Sixth Edition ServSafe® Manager Textbook.

**CLASSES & FEES:**

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DRA Members are still eligible for classes held on site, with 1 FREE spot given per hosting location.

Contact Raelynn Grogan via phone (302)738-2545 or email raelynn@delawarerestaurant.org to register or with any questions!

**STAFF TRAINING OPPORTUNITIES:**

ServSafe Online Allergen Course & Assessment: $22

Visit www.servsafe.com/allergens for more information.

**NOT A MEMBER? NO WORRIES!**

Delaware Restaurant Association Membership not necessary for any class or event attendance.

If you are interested in learning more about membership benefits, please contact Rae Whichard at 302.738.2545 or at rae@delawarerestaurant.org

**UPCOMING SERVSAFE TRAINING OPPORTUNITIES**

<table>
<thead>
<tr>
<th>June 11th</th>
<th>July 16th</th>
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<td>Hyatt Place, Dewey Beach</td>
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All Classes are 8am - 5pm and Exams begin at 2pm. Register Online at www.delawarerestaurant.org/calendar

Updated class schedules can be found online at www.delawarerestaurant.org/calendar

Please feel free to call the office at (302) 738-2545 or email Raelynn Grogan at raelynn@delawarerestaurant.org with any questions.

Completed registration forms can be faxed to: Raelynn Grogan at (302) 738-2546
Registration and checks can be mailed to: Delaware Restaurant Association Educational Foundation (DRAEF)
P.O. Box 8004 — Newark, DE 19714-8004

*Because class seats are limited, registration by fax or phone is recommended.
All across the state, high school educators are partnering with restaurant and food-service leaders to jump start the careers of more than 3,000 students in 18 Delaware high school. The ProStart Program is a comprehensive, career-building program that blends industry-driven classroom learning with mentored work experience. The 2-year curriculum gives students classroom knowledge along with the technical and soft skills needed for success in the industry.

As part of the program, the Delaware ProStart Student Invitational is an annual competition for teams from schools around the state to demonstrate their skills, passion and leadership in two competitions: Culinary Teams prepare a 3-course meal and are judged on taste, presentation and innovation; Management Teams present full-fledged restaurant concepts and are judged on planning, marketing and critical thinking skills.

This year’s event, held in Wilmington in March, brought 20 teams together for the competition. Winning Culinary Teams from Dover, Lake Forest, and McKean High Schools and top Management Teams from Cape Henlopen, William Penn and Howard High Schools received not only prize packs and restaurant gift cards, but over $3 million in available scholarships from the Delaware Restaurant Association Educational Foundation for postsecondary education in the culinary and hospitality fields.
First place Culinary Team from Dover High School and first place Management Team from Cape Henlopen High School headed to Providence, Rhode Island in April to compete in the National ProStart Student Invitational. Months of training, practicing and perfecting recipes and restaurant concepts finally came to fruition, as the Delaware teams competed against their peers from all 50 states. Their passion and creativity earned kudos from the judges, and teams appreciated the invaluable experience of networking and exploring a new city with their mentors and instructors.

Delaware is “first” in so many ways, and the work of the Delaware Restaurant Association Educational Foundation, along with educators, mentors, and a stellar local restaurant industry helps us lead the nation in ProStart student success and in the development of cutting edge education and training. We are committed to helping students from all backgrounds and circumstances succeed and are thrilled to celebrate the achievement of our students.

“ProStart is essential to strengthening the stature of our industry because of its focus on youth and workforce development. We are guiding students to exciting careers and preparing them for leadership positions with the skills and certifications necessary to succeed in this industry.”
ProStart students from 47 states met in Providence, Rhode Island to compete in this year’s ProStart Student Invitational.
Delaware ProStart students, fresh off their trip to the National ProStart Invitational in Providence, Rhode Island, were recognized on the floor of the Delaware House of Representatives and met with Governor John Carney in Dover’s Legislative Hall. Students and Educators from the 1st Place Delaware Culinary & Management Teams from Dover and Cape Henlopen High Schools were introduced on the House floor, met with Representatives for photos and stories from their recent competition, and enjoyed a meeting with Governor Carney. The Governor echoed praise for the winning students, calling them our true “next generation of industry leaders and business owners.”

Back Row: Representative Steve Smyk, DRA Educational Foundation Director of Education & ProStart Coordinator Raelynn Grogan, Representative Ron Gray, Jasmine Mayo (Cape Henlopen), Governor Carney, Cape Henlopen ProStart Educator Jennifer Cornell, Dover High School’s Athena Wolff, Nicole Mitchell, ProStart Educator Trina Stump, CTE Supervisor Eugene Montano, DRA President & CEO Carrie Leishman, Representative Ruth Briggs-King

Front Row: Alyssa Ling (Cape Henlopen), and Dover High School’s Riley Maldonado, Charles Logan Gibson, Alicia Dennin
“The DRA Educational Foundation hosted an annual fundraising dinner benefiting the Delaware ProStart Program at Harry’s Savoy Grill & Ballroom in Wilmington on April 11th 2018. Guests enjoyed live action appetizer stations and a 4-course wine dinner led by Delaware Prostart Students and local celebrity chefs.”

DRAEF’s Raelynn Grogan, Josh Grapski and Carrie Leishman with 2018 Educator of Excellence Peter Buoncristiano of Polytech High School

THANK YOU TO OUR GOLD STAR EVENT SPONSORS!
Thank you to all mentoring chefs for this event, including Patrick D’Amico of Domaine Hudson, Robbie Jester of Stone Balloon Ale House, Lion Gardner of Blue Moon and Michael Heaps from Harry’s Savoy Grill

Congratulations to 2018 Delaware ProStart Scholarship recipients Damien Cook of William Penn High School, and to Matthew Hesterman and Delaware’s 1st National COA recipient Azel Foster, both of Polytech High School
Q&A Feature
PETER BUONCRISTIANO

“Love what you do or get out of the way for someone who does.” – Gordie Howe

MEET PETER BUONCRISTIANO, 2018 Delaware ProStart Educator of Excellence and current ProStart Educator at Polytech High School in Woodside, DE. Peter led the way in pushing his students to earn their ServSafe certifications – over 100 students have been certified already this year! This kind of leadership, dedication to the program, and overall commitment to teaching makes Peter a shining example of what is possible when passion meets skills in developing our next generation of industry leaders. Peter will travel to Chicago with Educators of Excellence from all 50 states for a national conference, culinary tour, and opportunity to compete for the National Title and a $5,000 grand prize. Congratulations and good luck Peter!!

Q: How did you get your start in teaching/education?
P: My first teaching assignment was at the Georgetown Correctional Facility. I taught culinary arts to work release inmates. Polytech offered the course in partnership with SoDel Concepts and the late Matt Haley, who came to speak with our students. It was very inspiring and made me think about teaching full time.

Q: What do you love about the restaurant industry?
P: My favorite thing about the industry is that I get to employ many different abilities during the course of a normal work day. I am a chef, but I am also a financial planner, an artist, a scientist, a referee, a psychologist, and an entertainer, amongst other things! I think it take special kind of person to do what we do, especially when it can so often be under less than ideal circumstances.

“I believe that a person who can perform in this industry will thrive no matter what they choose to do.”

3. What are the differences a technical school can provide, versus a more traditional comprehensive high school experience?
P: As culinary arts becomes a more popular pathway and more schools offer it as part of the curriculum, I think that comprehensive schools will find ways to innovate their programs to allow for these same opportunities for their students.

In the long run, the most important aspect of teaching, and even business in general, is building relationships. As a Vo-Tech teacher, I have three years to build relationships with students and parents that allow me not only to anticipate student needs but also teach to their individual strengths. When the pathway is complete, the ultimate goal is to produce students who are able to gain and keep good jobs.

Q: What does ProStart mean to you?
P: I am a huge fan and advocate of the ProStart program. The curriculum allows students to work and solve problems at a high level as well as providing opportunities for industry certifications. Aside from that, I have been able to create experiential opportunities for my students just through the amazing industry network that we enjoy in the state. I don’t think I would have been able to do that if not for our amazing community and ProStart.

As a student who took culinary arts in high school myself, I look at ProStart as a quantum leap over what was offered years ago. Students in this program are prepared for industry and post-secondary education and training.

Q: Favorite recipe/thing to cook?
Favorite restaurant/place to eat out?
P: I love Byrne’s Tavern in Philadelphia. I worked there when I was in high school and make it back a few times a year for their awesome Buffalo wings!
Teen workers are indispensable to many companies, especially in retail and tourism—and particularly during the summer and other peak seasons when numerous businesses desperately need extra help.

“Our staff, in particular our younger staff, make it happen. My income is based on their efforts,” says Patrick Pipino, who owns a Ben & Jerry’s ice cream franchise in Saratoga Springs, N.Y. About 70 percent of his 50-person team is between the ages of 16 and 18. “When you’re around young people all day, it keeps you young. They have lots of energy. They’re very idealistic.”

Workers under 18 aren’t just fresher-faced versions of regular employees though. For one thing, they are subject to stricter federal and state work and safety rules. And while teens are often enthusiastic employees, the HR professionals who recruit and manage them also understand that, well, kids will be kids. There are special techniques and considerations to keep in mind—from curbing phone use to managing helicopter parents—to get the best results. After all, these employees will set the tone for the season and could be an asset to your company long after summer is over.

**HR TIPS FOR MANAGING TEEN WORKERS**

Who wants to hire people who can’t work late, have never held a job, aren’t allowed to use some equipment and totally need you to schedule their shifts around family vacations?

**PLENTY OF EMPLOYERS.**

Teen workers are indispensable to many companies, especially in retail and tourism—and particularly during the summer and other peak seasons when numerous businesses desperately need extra help.

“Who wants to hire people who can’t work late, have never held a job, aren’t allowed to use some equipment and totally need you to schedule their shifts around family vacations?”

“Many teens today are too busy with sports, academics and other activities to take summer jobs. In fact, the share of 16- to 19-year-olds who work has been steadily declining for years.

**A (Smaller) Infusion of Youth**

Many teens today are too busy with sports, academics and other activities to take summer jobs. In fact, the share of 16- to 19-year-olds who work has been steadily declining for years.

- From the 1970s through the 1990s, more than half of them were employed or looking for a job, according to the U.S. Bureau of Labor Statistics. But by 2024, only about 1 in 4 will actively seek work, the bureau forecast.

The shortage of available young workers, especially in an already tight labor market, has caused some employers to look abroad for help. Each year, employers hire tens of thousands of foreign students on temporary work visas. Uncertainty about immigration policy could be a wild card for businesses that pursue that strategy.

It might sound counterintuitive, but these inexperienced workers can provide a measure of workforce stability. When you hire youth for the summer rush, you can avoid bringing on temps who might leave for a full-time job. That’s one reason Timberlane Inc. recruits teens, says Brandi Yanulavich, director of people and culture at the Philadelphia-area manufacturer that makes custom exterior shutters. Timberlane has 55 employees and hires about six workers each summer when demand spikes for jobs like sanding and boxing up products.

The company’s full-time staff enjoys the infusion of youth. “They’re fully invested in training the summer workers, so they’re enthusiastic,” Yanulavich says. “They value the help and see [the young people] as hard workers.”

**Safety First**

Keeping younger workers safe is critical. Make sure to give them the same training that other employees receive. “You can’t cut the corner for safety training, even though the length of their employment isn’t going to be as long,” says Camille Olson, an attorney at Seyfarth Shaw LLP in Chicago.

Indeed, workers under 25 have higher rates of injuries than others. For instance, in 2014, employees ages 16-19 had more than twice as many work-related injuries that sent them to emergency rooms as did people 25 and older, according to the National Institute for Occupational Safety and Health.
“For many, it’s their first job and they don’t have experience in the workplace,” says Diane Bush, program coordinator for the Labor Occupational Health Program at the University of California, Berkeley. “In addition, they don’t have life experience. They have a tendency not to speak up if an adult tells them to do something, even if it might feel unsafe to them, or they might not recognize it as being unsafe.”

The teen employees demonstrate a strong aptitude for education. “The mindset of a young person is learning,” Seubert of HMSHost points out. “They absorb our training very quickly.”

**Keeping Them Engaged**

After you hire young workers, you’ll find that retaining them comes with its own challenges.

For one thing, you need to be able to offer them what they seek—primarily a sense of purpose in their work and an opportunity to learn and grow, according to Kimberly Gilsdorf, associate director of nonprofit consulting firm FSG in Seattle. These insights come from a focus group she held on retention best practices for local 16- to 24-year-olds who were not in school or the workforce.

“Think about how you are framing this job to the people you are hiring as the first step in their career journey,” Gilsdorf says. “How can you make it more than a way to get extra cash? When you do that, your job will be so much easier.”

The companies that do this best make sure the benefits of work are relevant to youth, Gilsdorf says. Predictable schedules are a good start. HMSHost uses a time management system with an app that lets people set their times of availability.

“When we enter into a relationship with a young person, we have a mindset this is one piece of that person’s life and we want to be flexible,” Seubert says.

Compensation also counts. Pipino gives his ice cream scoopers bonuses of up to $1,000 if they stick around for the full season. He paid more than New York’s minimum wage until the state recently raised it to $12.75 an hour for franchised companies like his. His turnover rate is just 25 percent in an industry where it’s usually much higher, and he receives 500 applications each year for 50 positions.

“We are perceived as the cool spot to work,” he says. “You’re serving ice cream, with music on in the background. It’s conducive to a teen environment.”

Also, never underestimate the value of a good perk. At Six Flags, summer hires can get into the park free with a guest and qualify for college scholarships. HMSHost offers free meals and has a tuition reimbursement program that employees can tap if they become full time.

Praise is a particularly effective motivational tool, Seubert says, especially for young people who have been raised with the constant feedback provided by social media. Managers at HMSHost start each shift with a meeting by recognizing employees’ good work. Being singled out in front of a room full of mostly older co-workers “will make a young person’s chest puff out” and give them confidence on the job, she says. Even when not done publicly, managers are encouraged to recognize contributions in a private, meaningful way.

**Management Issues**

Of course, young people also come with their own special set of management challenges. Pipino, for instance, gets tired of helicopter parents who come along on job interviews and call in sick for their kids. “I always politely tell them,

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**Know the Rules**

Federal statutes governing wages and safety for young workers aren’t always easy to navigate. (State laws can be even more restrictive, and there are different rules for farm laborers.) If you’re hiring teens this summer, here are some federal Fair Labor Standards Act rules to keep in mind:

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**Youth Under 18:**

- Cannot work in hazardous occupations or use some machinery, including bakery mixers and meat slicers.

**Workers Who Are 14 and 15:**

- Can work only three hours a day on school days and eight on non-school days.
- Can work no more than 18 hours each week when school is in session and 40 hours during vacations.
- Can work only between 7 a.m. and 7 p.m. most of the year, but until 9 p.m. between June 1 and Labor Day.

**Employees Under 20:**

- Can be paid the youth minimum wage of $4.25 an hour (though state laws can push minimums higher).
- Can receive that low rate only for the first 90 calendar days after they are hired. So, if they work 60 days during the summer and then come back during Christmas break after the 90-day period expires, you will need to pay them at least the regular federal minimum wage of $7.25.
‘You don’t work with us. I want to hear from your son or daughter,’ “ he says.

The legal landscape is also different. Under federal law, you need to keep track of the ages of all workers under 18, and some states require special paperwork such as work permits for them. Federal rules also bar youth from operating certain equipment in the kitchen, so McClain at Six Flags makes sure teens aren’t assigned any cooking jobs to avoid confusion. Other legislation prevents them from operating rides. But his crew of 15- to 17-year-olds take tickets, work registers and handle other jobs.

The amusement park uses tracking software to monitor teens’ hours because Maryland prohibits anyone under 18 from working and going to school more than 12 hours combined in a day. The software blocks youngsters from being scheduled for hours that are over the limit and alerts managers when they are close to reaching their maximum.

As any parent of an adolescent can tell you, it can be difficult to connect with teens and may sometimes seem like you’re speaking another language. That’s why Six Flags takes advantage of the communications vehicle that these digital natives are most comfortable with: texting. Teens get alerts on their phones to remind them of interviews, orientation and training, McClain says. At Timberlane, job interviews cover what’s expected of workers, since many teens have never held a job before.

The team at Six Flags finds that a highly structured attendance policy helps curb attendance abuse. The company’s leaders have also had to clamp down on cellphone use on the job—for adults as well as teens. This season, lockers will be available to workers to stow their devices, and aquatics and ride attendants will be required to use them. Violators will be terminated.

Teen employees are vital to many businesses, even if they work only for a season or two. But the lessons they learn on the job will stay with them for a lifetime. “For 80 percent of them, it’s their first job. We are giving vital job training to young people,” Pipino says. “I view myself as their first learning experience to set them up for success in their careers.” In other words, hiring teens is totally worth it.

This article originally appeared in the SHRM (Society for Human Resource Management) Daily Tips Newsletter, April 2018

Where to Connect with Teens
- At local high school counseling offices, and at vocational and technical schools.
- Through recommendations from current full-time staff and seasonal workers.
- On Snapchat, Twitter and Facebook (where you might find the parents of those teens looking for ideas for summer jobs for their kids).
- At job fairs, including those at community colleges.

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As of May 7, 2018, federal law requires restaurants with 20 or more locations to post calories on their menus. It took nearly a decade, but at last restaurants and other away-from-home food retailers are being required by federal obligation to include calorie counts on menus and signage. “Any restaurant or retailer serving food for away-from-home consumption with more than 20 locations, doing business under the same name... and offering for sale substantially the same menu items” will be required to label their menus and signage with calorie counts,” says the FDA website. Nutrition information will now be available in more than 230,000 restaurant locations nationwide.

“This is a welcome development for both the restaurant industry and consumers, and we are pleased that our efforts to preserve the May 7 compliance date were successful,” said Cicely Simpson, executive vice president at the National Restaurant Association, in a statement. “By setting a clear standard, this rule provides the necessary guidance and expectations for America’s restaurants to follow in order to continue delivering a high quality experience and customer service to everyone who walks through our doors, as well as the transparency our customers demand. We applaud Food and Drug Administration Commissioner, Scott Gottlieb, and the Trump Administration for working with the National Restaurant Association to push this policy across the finish line.”

Those who meet this threshold will need to include calorie counts on menus, menu boards and drive-thru displays and provide other nutritional information to customers. In anticipation, many restaurant chains have already added nutrition information to menus and websites. Panera Bread added calorie counts to menu boards in 2010, McDonald’s started posting them in 2012, and Starbucks added them in 2013.
The rules were originally set to take hold in 2015. In May 2017, President Donald Trump's FDA announced that the compliance date was being extended from May 5 to May 7, 2018. The ObamaCare rule was initially issued in December 2014 and moved back twice under former President Barack Obama's administration. It was first proposed as a federal labeling requirement by the NRA and other chains in 2008.

How the FDA will monitor these rules is still to be determined. What they do achieve, however, is uniformity that was lacking before—and confusing to operators. In one example, New York City hit the breaks in August after reaching an agreement with the FDA regarding the impending enforcement of the controversial menu-labeling law. New York City agreed to delay its rollout of the rules until a federal regulation from the FDA is completed.

Here is a Rundown of What the Rules Entail:

Restaurant and retail chains will be required to list calorie counts for individual foods and beverages as well as combo meals next to the name or price of the item. Where self-service foods are offered, such as at salad bars and buffets, calories must be shown on signs near foods. Restaurants must also post that more complete nutrition information is available upon request.

This information must cover:
- Total calories
- Calories from fat
- Total fat
- Saturated fat
- Trans fat
- Cholesterol
- Sodium
- Total carbohydrates
- Fiber
- Sugars
- Protein

Nutritional facts must also be substantiated in labs to prove that they are accurate.

Menus and menuboards must also provide context by stating that it is recommended that adults consume 2,000 calories a day, but that individual calorie needs vary, says the FDA's website. For restaurants that serve children, the following statement is acceptable: “1,200 to 1,400 calories a day is used for general nutrition advice for children ages 4 to 8 years and 1,400 to 2,000 calories a day for children ages 9 to 13 years, but calorie needs vary.”

Who Must Follow the Rule?

Any restaurant or retailer serving food for away-from-home consumption with more than 20 locations “doing business under the same name ... and offering for sale substantially the same menu items” will be required to label their menus and signage with calorie counts, says the FDA website. This includes franchises that operate with the same name as other franchises or parent companies.

The rule also applies to most categories of foodservice:
- Items served at full-service and quick-service restaurants, bakeries, and coffee shops, including foods from drive-thru windows
- Items available for delivery or take-out
- Self-serve options, including buffets and salad bars
- Alcoholic beverages that are listed on menus
- Foods served in entertainment venues, such as movie theaters and stadiums
- Certain grocery and convenience store items

In addition, when multiple varieties of foods or meals are available, the calories for each variety must be listed. If more than two choices are available, calories must be represented as a range, such as 150-300 calories. Combo meals with multiple choices will also have to label calorie counts for two items as above or as a range when there are three or more options.

Are There Exceptions to What Must be Posted?

Only items that are regularly available are covered under the rule, so daily specials and limited-time offers are not required to be listed if they are available for fewer than 90 days. Condiments are also not required to have calorie counts listed, nor are custom orders.

In addition, foods sold in some segments do not have to be labeled:
- Foods that are intended for more than one person and are sold at deli counters
- Bottles of liquor that are stored or displayed behind a bar
- Food served from food trucks, airplanes, or trains
- Items served at schools that are part of the USDA's school feeding programs
Who is a Restaurant Apprentice?
A Restaurant Manager Apprentice includes entry-level and current employees with the potential to become restaurant managers. Apprenticeship programs are a good way to reward high-performing employees, move them up the career ladder within the business, and ensure longevity with the company.

What a Restaurant-Focused Apprenticeship Looks Like
A hospitality-focused apprenticeship in the restaurant industry focuses on competencies that have been identified as most critical for success by industry subject matter experts, incorporating the Food and Beverage Service Competency Model, skill/role mapping, and job task analysis. Employers will also be able to sign off on competencies using a checklist.

Hospitality employers are increasingly concerned with attracting and developing a skilled workforce. They’re looking for solutions that strengthen workers’ skills that are customized to their workplace and industry. Registered Apprenticeship, which includes on-the-job training and related technical instruction, is a solution with proven results for both employers and workers.

Hospitality is a high-growth career with much potential for qualified workers. Globally, hospitality continues to experience steady growth. In the United States, travel and hospitality is the first, second, or third largest employer in 30 of the 50 states. Hospitality offers great diversity in its career opportunities and is known for promoting skilled workers quickly through the ranks to supervisory and management positions. According to a 2016 survey of lodging professionals, 50 percent of hotel general managers got their start in entry-level positions.

At the National Restaurant Association, we are working to offer opportunities to open doors for everyone. The restaurant industry provides fundamental skills that help pave a career path for our employees. Last year, our Educational Foundation was awarded a contract by the U.S. Department of Labor to create the first ever federal apprenticeship program for the hospitality industry. We teamed up with the American Hotel and Lodging Association (AHLA) and officially launched the Hospitality Sector Registered Apprenticeship (HSRA) project in February.

Through HSRA, we will place nearly 1,000 apprentices in the restaurant, foodservice and hospitality industries this year. Here are four ways that this program will help transform our nation’s workforce and create more career opportunities through apprenticeships.
Restaurant apprenticeships are about more than greeting guests or waiting tables—they offer training in a wide variety of professional skills. The HSRA program gives apprentices the opportunity to expand their knowledge and skill sets through completion of several courses, including financial management, leadership strategy, branding and marketing, and front-of-the-house/customer service, among other topics. Mastering these skills makes apprentices more desirable as managerial candidates and earns them opportunities to advance their careers, no matter the industry.

Apprentices can “earn while they learn.” Imagine that you learn not only on the job, but also have classroom learning to prepare you for a restaurant management career. That is the essence of an apprenticeship program: “earn while you learn.” The classroom learning reinforces what you learn on the job and allows you to earn industry credentials, such as ServSafe Food Handler and ServSafe Manager, as well as a national, portable credential from the U.S. Department of Labor.

Apprenticeships benefit employees—and they also benefit businesses. Employee retention is key to any successful restaurant’s operations. Managers often cite recruitment and retention as some of their top challenges, and as the economy improves and employment levels rise, competition for qualified employees increases. Companies involved in apprenticeship programs often see improved workforce recruitment, a reduction in turnover and increased employee productivity, per the U.S. Department of Labor.

HSRA apprenticeships can be a model for more affordable and effective job training programs. Apprenticeships offer an affordable alternative to a four-year degree without the burden of a six-figure student loan. They provide employees with fundamental skills to guide them through their careers in ours or in any industry they ultimately choose.

The apprenticeship program is a prime example of how government and the business community can work together to create a stronger American workforce. Together, we can build even more programs—in more industries—to create more jobs. That’s how we ensure our children and grandchildren are prepared for the future job markets.

A Strategy to Expand Your Talent Pool
Finding and retaining the right talent is tough. The American Hotel & Lodging Association (AHLA) and National Restaurant Association Educational Foundation (NRAEF) have come together to provide training and support for employers to benefit with a more skilled, diverse and competitive workforce, reduced turnover costs, and higher productivity.

Standout Among the Competition
Employers are often competing for talent or dealing with turnover. Apprenticeship is a proven model for retention, and a way to stand out from the crowd—a Registered Apprenticeship program means your training initiatives have been thoroughly vetted, making your company more desirable to be a part of as a high-quality expert in the industry.

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<td>Main Line Insurance Office</td>
<td>Larry Schlipf, Jr.</td>
<td><a href="mailto:larrys@mainlineinsurance.com">larrys@mainlineinsurance.com</a></td>
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<tr>
<td>S.T. Good Insurance</td>
<td>Larry Wilson</td>
<td><a href="mailto:lwilson@thegoodagency.com">lwilson@thegoodagency.com</a></td>
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<td>Thomas J. Hornung &amp; Associates</td>
<td>Thomas Hornung</td>
<td><a href="mailto:thornung@tjhornung.com">thornung@tjhornung.com</a></td>
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<td>Thomas J. Hornung &amp; Associates</td>
<td>David Wilgus &amp; Kevin Murphy</td>
<td><a href="mailto:david@wilgusassociates.com">david@wilgusassociates.com</a></td>
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<td>WILGUS &amp; ASSOCIATES</td>
<td>David Wilgus &amp; Kevin Murphy</td>
<td><a href="mailto:david@wilgusassociates.com">david@wilgusassociates.com</a></td>
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<td>MARKETING &amp; PROMOTIONAL SERVICES</td>
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<tr>
<td>American Solutions for Business</td>
<td>Steve Peeke</td>
<td><a href="mailto:speeke@americanbus.com">speeke@americanbus.com</a></td>
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<td>MUSIC LICENSING</td>
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<td>BMI Broadcast Music, Inc.</td>
<td>Josh Lagersen</td>
<td><a href="mailto:jlagersen@bmi.com">jlagersen@bmi.com</a></td>
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<td>REAL ESTATE</td>
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<td>Emory Hill Real Estate</td>
<td>Jim O’Hara</td>
<td><a href="mailto:jimohara@emoryhill.com">jimohara@emoryhill.com</a></td>
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<td>REBATE PROGRAM</td>
<td>Prime Source Purchasing</td>
<td>Kristen Menniti, <a href="mailto:kmenniti@primesourcepurchasing.com">kmenniti@primesourcepurchasing.com</a></td>
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<td>RESTAURANT PRODUCTS &amp; SERVICES</td>
<td>Congressional Seafood</td>
<td><a href="mailto:kelly@ksmarketing.com">kelly@ksmarketing.com</a></td>
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<tr>
<td>Food Equipment Service</td>
<td>Leon Barnett</td>
<td><a href="mailto:leon@foodequipmentservice.com">leon@foodequipmentservice.com</a></td>
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<tr>
<td>Gordon Food Service</td>
<td>Rob Adams</td>
<td><a href="mailto:rob.adams@gfs.com">rob.adams@gfs.com</a></td>
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<tr>
<td>Kast Distributors</td>
<td>Gus Vournavakis</td>
<td><a href="mailto:gus@kastdistributors.com">gus@kastdistributors.com</a></td>
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<tr>
<td>National Food Sales</td>
<td>William Hinderer</td>
<td><a href="mailto:billh@nationalfoodsales.net">billh@nationalfoodsales.net</a></td>
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<tr>
<td>Performance Foodservice/Roma</td>
<td>Anita Williams</td>
<td><a href="mailto:anita.williams@pfec.com">anita.williams@pfec.com</a></td>
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</table>
### PK’s Food
Evangelos Kirtses
evan@pksfood.com
302.656.5540

### Sysco Eastern Maryland, LLC
Mike Gershenfeld
gershenfeld.mike@emd.sysco.com
410.677.3737

### U.S. Foods
Chris Taggart
chris.taggart@usfood.com
803.336.3315 ext. 419

### SANITATION, JANITORIAL SUPPLIES & CLEANERS

**Aqua Pro Inc.**
Bob Metzger
bob@apicancleanit.com
302.659.6593

**Ecolab**
Tom Gies
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800.352.5326

### SERVICE & REPAIR

**Morton Electric Motors**
Todd Fritchman
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302.645.9414

### SIGNAGE

**Delaware Logos, LLC**
Lee Haddaway
lhaddaway@interstatelogos.com
1.800.889.3878

### SOFTWARE, APPS & WEB SERVICES

**Greenwing Solutions Inc.**
Jeremy Friedman
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302.293.5690

### STAFFING SERVICES

**Thompson Hospitality Group dba Patrice & Associates**
Mike Thompson
mthompson@patriceandassociates.com
610.338.3205

### TEAM-BUILDING & EVENTS

**The Fun Dept.**
Jessica Ruggieri
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### WASTE REMOVAL

**Arrow Sanitation**
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302.328.4797

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### RESTAURANT TECHNOLOGIES

**Restaurant Technologies**
Baily Ranum
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651.796.1696

### VALLEY PROTEINS, INC.

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Richard Ballard
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1.800.871.3406

### WASTE INDUSTRIES

**Waste Industries**
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302.378.5400

### WASTE MANAGEMENT OF DELAWARE

**Waste Management of Delaware**
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302.994.0944 ext. 3309

### WASTE MASTERS SOLUTIONS

**Waste Masters Solutions**
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302.685.1822

### WIND RIVER ENVIRONMENTAL

**Wind River Environmental**
Darren Theodore
dtheodore@wrenvironmental.com
917.648.5035

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### Save these Dates

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>Oct 15th</td>
<td>Annual DRA Bocce Tournament Dogfish Head Brewery</td>
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<tr>
<td>Nov 12th</td>
<td>DRA Cornerstone Awards The Queen in Wilmington</td>
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NEW RESTAURANTS

Azzurro Italian Oven & Bar - Rehoboth Beach
Brimming Horn Meadery - Lewes
Cafe New Castle - New Castle
Cuvee Ray - Rehoboth Beach
Drifting Grounds Coffee - Bethany Beach
Full Belly Bistro - Lewes

NEW ALLIED MEMBERS

Arrow Sanitation
Al Sammons | 302-328-4797 | arrowsanitary@juno.com
We offer full range of sanitation services from septic tank pumping and grease trap maintenance to portable toilets and sink rentals, as well as holding tanks and water systems. We offer the same friendly professionalism to everyone who contacts us, no matter the job! We leverage our enormous base of experience and continue increasing our coverage area to meet our customers’ needs. We service ALL of DELAWARE and surrounding counties in PA, NJ, and MD, with the latest quality to provide you with high-value services that will improve your business and/or home.

Prime Pay
Kristi Carruthers | 302-319-8238 | www.primepay.com
Since 1986, PrimePay has been helping small businesses get time back in their day to focus on what matters most. This is possible through our payroll, HR, Time Clock and benefits admin services that help to ensure compliance and provide exceptional support during the employee lifecycle. Our unique service model, single-source solutions, proprietary SSAE 16 Type II compliance solutions, and rigorous security practices help business owners maximize efficiency at every stage of business growth. From one employee to 100, our clients count on us to consistently do the right thing for their business, their staff, and their own peace of mind.

Termac Corporation
Renee Beamer | 610-662-6003 | www.termac.com
Termac Corporation started in 1963, and services the states of Pennsylvania, New Jersey, and Delaware, through the delivery of comprehensive warewashing and laundry services, supported by a fleet of mobile shops and professionals trained in kitchen sanitation. A unique modern detergent dispensing system is available for existing dishwashing operations and a full line of quality Termac products that will fit the need of any cleaning and sanitation need.

INDUSTRY CALENDAR

TRAINING

6/11  DRA Office, Newark
       ServSafe Manager Class & Exam
7/16  DRA Office, Newark
       ServSafe Manager Class & Exam
8/13  DRA Office, Newark
       ServSafe Manager Class & Exam
9/10  Hyatt Place, Dewey Beach
       ServSafe Manager Class & Exam

EVENTS

6/01  ProStart Educator Professional Development
       Congressional Seafood, Maryland
6/05  DRA Member Roundtable Meeting
       B+H Insurance, Newark, 9am – 11am
7/25  DRA/DRAEF 3rd Quarter Board Meeting
       12pm – 2pm
10/15  SAVE THE DATE: DRA Bocce Tournament
       Team Registration begins in August!
Looking for the perfect location?

We’ve got it.

1. The Depot, Wilmington, DE
Located at 3421 Kirkwood Highway,
+/-7,037 SF of retail space is available at
this prime location along one of Dela-
ware's busiest corridors. Co-tenants in
the center are Advance Auto, Palace of
Asia Restaurant and Gigante International
Food Market. With a traffic count of over
53,000 cars per day on busy Kirkwood
Highway, you’ll have high visibility and
customer flow.

2. Harmony Plaza, Newark, DE
Located at the intersection of Routes 4 & 7
just off of I-95, this ideal property has great
visibility and is a short drive from Christi-
ania Mall, Delaware Technical & Community
College and New Castle Corporate
Commons and is within walking distance of
Christiana Hospital. +/-6,000 SF is available
immediately. Join Walgreens, McDonald's,
Salad Works and more.

3. Willow Grove Mill, Middletown, DE
Join the fastest growing region in New Castle County! HealthSouth, Wawa and CVS are currently
open and operating at Willow Grove Mill. Located at the intersection of Routes 1 & 299, this
exciting new development is directly across from the proposed 500 bed Christiana Care Middle-
town Hospital. Pad sites or build to suit opportunities available.

Contact Jim O'Hara, Jr. • 302-322-9500
jimohara@emoryhill.com