

CONGRATULATIONS TO THE MRA STARS OF THE INDUSTRY WINNERS...



BRITTANY THOMPSON

*Evviva Cucina,
Westford*



2015 BARTENDER OF THE YEAR



WELLINGTON JOSE-ROSA

*Papa Razzi Trattoria,
Boston*

2015 BUS, EXPO, RUNNER,
OR BAR BACK OF THE YEAR



JAMES ROBERY

*Papa Gino's,
East Wareham*

2015 CASHIER, COUNTER,
OR DRIVE THRU OF THE YEAR



KEZE WHITLOW

*Boston College
Dining Services,
Newton Center*

2015 LINE CHEF OF THE YEAR



JOSE JUAREZ

*Seaport Hotel &
World Trade Center,
Boston*

2015 DISHWASHER OF THE YEAR



DERRIK NOESSEL

*Del Frisco's Steak
House, Boston*

2015 FOOD SERVER OF THE YEAR



RAFAELA DASILVA

*Burtens Grill,
Hingham*

2015 HOST/HOSTESS OF THE YEAR



MARIA D'OLIVIERA

*Horseshoe Grille,
North Reading*

2015 PREP COOK OF THE YEAR



TERRANCE LAWLOR AND TOMMY LAWLOR

*Paul W. Marks Co.,
Everett*

2015 SALES OR DELIVERY BUSINESS
PARTNER OF THE YEAR



MARY ANN LAMBERT

*Ninety Nine
Restaurant & Pub,
Plymouth*

2015 PEOPLE'S CHOICE AWARD

For more photos, visit the MRA Stars of the Industry facebook album [here](#).

LETTER FROM THE CHAIRMAN



Donato Frattaroli
MRA Chairman of the Board

Dear Member,

Last Wednesday evening, many of the top restaurant operators and our business partners came together at Lombardo's in Randolph to celebrate the MRA's "Stars of The Industry" finalists, as we found out which of the three finalists in each category was number one! This gala is the culmination of a long nomination process; one in which we ask all of our members who own and run their operations, their fellow employees and customers from across Massachusetts, to nominate the

employees who shine greatest within their hourly restaurant staffs in one of 10 different categories.

As we all know, our hourly employees who face the guest every day, every night and every shift are the ones who make or break the guest experience. No matter how hard we work, without their passion to serve our guests, their passion to serve the best food and drink, on the cleanest china and glassware, then all of our hard work goes for not. These individuals turn good dining experiences into great dining experiences, they save the day when we sometimes miss the mark a bit, and they create memories for the guests in our restaurants that keep them coming back over and over again. They truly are the heroes within our restaurants, and it is why this event is probably my favorite of the year.

I am very excited that this year we had a record number of nominations, twice as many as we have ever had. This means when the selection committee ultimately made their final choices that we truly had the best of the best in these 10 categories from across the state of Massachusetts. Think about that for a minute - we employ ten percent of the entire workforce in Massachusetts within the food & beverage industry, and these 31 people are the cream of the crop.

And on Wednesday evening, after we saw a video about each finalist, the envelope was opened and the winner in each category was announced. What a night for these hard working, and well deserving Stars of The Industry. Thank you to all involved, especially the Stars Committee led by Pat Lee, and congratulations to all the winners!

Sincerely,

Donato Frattaroli
MRA Chairman

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MRA TESTIFIES AGAINST MANDATED SCHEDULING AND ELIMINATION OF TIP WAGE; SUPPORTS CHANGES TO “TIPS” LAW

At a recent hearing before the Joint Committee on Labor and Workforce Development, the MRA offered lengthy testimony on a variety of bills pending before the committee.

Among the myriad of bills that were vetted, a few union backed proposals would pose serious hardship for our industry.

Among them:

H.1708 and S.973 – An Act relative to “fairer” schedules for employees – The MRA is opposed to any legislative attempts to mandate scheduling. Restaurants need to be flexible to meet the demands of their customer base and small business owners as a whole should be able to determine their staffing needs and have flexibility to meet the demands of their businesses. This is a union proposed solution in search of a problem and seeks to micromanage the way small business operates. [Read more...](#)

A “NO TIPPING” POLICY RAISES LEGAL/COMPLIANCE ISSUES ISSUE

By John Coyne, MRA General Counsel

It may not be a trend but some restaurants are implementing or considering a “No Tipping” policy. In Massachusetts, such a policy raises legal/compliance issues that include the following.

1. Is it legal to have a “No Tipping” policy?

Yes, Massachusetts law permits a restaurant to adopt and enforce a “No Tipping” policy provided it complies with certain conditions.

2. What are the conditions?

The restaurant must clearly communicate to its customers that (i) no tipping is permitted and (ii) any money left by a customer will not be received by any wait staff employee.

3. How does a restaurant “clearly communicate” a “No Tipping” policy to its customers?

The law does not specify any particular means of communicating the policy. The policy must, however, be prominent enough that a customer cannot miss it, whether it is printed on a posted notice, a menu or an invoice.

4. What if a customer leaves a sum of money, notwithstanding a “No Tipping” policy?

If a restaurant had clearly communicated its “No Tipping” policy, any sum left is not a tip and the restaurant may retain or use it however it chooses. Conversely, if the restaurant did not clearly communicate its “No Tipping” policy, any sum left by the customer is a tip and must be paid only to the wait staff, notwithstanding the restaurant’s policy. Read the full article [here](#).

MASSACHUSETTS WAGE LAW...RECENT DEVELOPMENTS

A recent Federal Court decision means increased penalties for failing to pay overtime. The Court ruled that the Massachusetts treble damage law applies when an employer violates the Federal overtime law even if there is no overtime requirement under Massachusetts law. Because restaurant employees are exempt from overtime requirements under Massachusetts law, but not Federal law, the ruling means that the penalty for violating the Federal overtime law includes trebling the amount of any unpaid overtime pay. The Court reasoned that the Massachusetts Legislature intended the treble damage law to apply to any wages due, whether because of a violation of State or Federal law.

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Each Vessl Stand includes 10 chargers that can charge up to 2 devices 30% faster than normal smartphone chargers. The stands and chargers can also be personalized with custom graphics and Near Field Communication systems to drive guests to mobile destinations such as webpages, apps and more.

Vessl is offering Massachusetts Restaurant Association members 10% off their Vessl set.

To redeem the offer simply call the MRA at **(508) 303-9905** and let your representative know that you're an association member.



SMALL BUSINESS SATURDAY IS NOVEMBER 28th

When your customers Shop Small this Nov 28, the money they spend in the community can stay in the community.

Become a member of the [Small Business Saturday Coalition](#) to access the materials to help with your outreach efforts and to promote your organization among the supporters who will make Small Business Saturday 2015! Learn more [here](#).

CURRENT ECONOMIC INDICATOR

MASSACHUSETTS MEALS TAX COLLECTIONS

August 2015: \$99,830,145
August 2014: \$92,963,321

7.3%
INCREASE



Sept 2015: \$98,364,286
Sept 2014: \$104,162,756

5.4%
INCREASE



FY 15: \$302,357,187
FY 14: \$282,815,847

6.9%
INCREASE



FY: Jul-Jun

CONSUMER CONFIDENCE (0-150 scale)

	United States	New England
OCT	97.6	80.8
SEP	102.6	66.1
AUG	101.3	73.9
JUL	91.0	72.3

UNEMPLOYMENT as of Nov. 01, 2015

Massachusetts:

4.6%

United States:

5.1%



WE ARE THE MRA MEMBER PROFILE

Restaurant: Black Cow Tap & Grill, Newburyport and Hamilton

Year Founded: 1998

Website: www.blackcowrestaurants.com

MRA Member since: 2015

What is your specialty? Steak and seafood.

Why is the MRA important to you and your business?

Being a brand new member we haven't had the chance to attend any events, however that is something I plan on doing. Also, utilizing the MRA to gain any important information useful to the restaurant!

Fun Facts about Black Cow Tap & Grill:

1. We were named after a Steely Dan song (Black Cow)
2. We are located at the end of Green Street (words included in the lyrics!)
3. Our General Manager, Mike Duratti, has been with us since the opening of our first location in South Hamilton 20 years ago.
4. We have an outdoor deck that sits on the Merrimack River and overlooks Plum Island.
5. Famous stars like Matt Damon (was here last month), Harry Connick Jr, Kelly Clarkson & Billy Joel have dined with us!
6. We are the largest restaurant in Newburyport.
7. Last winter we burned through over 6 cords of wood for our indoor fireplace.
8. We are the community gathering place during winter storms because of our automatic generator.
9. We are adjacent to the docks that are home to whale watching vessels, tuna fleet boats, catamaran tours & kayak excursions.
10. You could catch striped bass right off of our deck - they're that close!

CHEF SHORTAGE

We are acutely aware of owners and operators struggling to find good help in the kitchen. We have a few additional resources. If you are interested in hiring a ProStart high school student, you can find a list of the 2015/2016 ProStart schools with addresses and contact information listed at www.themassrest.org/schools.

There are other options, too. We are starting to work with a few community organizations that offer training to individuals in a variety of different places in their lives whether unemployed, under-employed, or change of career. Their levels of education may vary but they are actively seeking employment upon graduation and are ServSafe Certified.

Both, ProStart and the community organizations, are looking for chef mentors to come into the classroom and talk to the students about our industry. Our community organizations are also interested in working with local chefs for guidance on curriculum and potential guest instructors. If you would like to volunteer your time, please email ssawyer@themassrest.org or the organization directly. Thank you!

COMMUNITY ORGANIZATIONS:

The Salvation Army Culinary Arts Training Program

650 Dudley Street, Dorchester, MA

Contact: Chef Timothy Tucker

Phone: 502-619-9084

Email: timothy.tucker@use.salvationarmy.org

Summary: Ten week program that focuses on healing the body from within and learning to eat and cook healthy. Students are taught knife skills, food terminology, kitchen safety standards, how to use and develop a wide range of recipes, and effective work attitudes. They are using the *On Cooking* textbook in the classroom with a 95% retention rate in the program and an 85% placement rate. One day per week, students work on life skills.

New England Center for Arts & Technology Culinary Arts Job Training Program

23 Bradston Street, Boston, MA

Contact: Chef David Lentini

Phone: 617-422-3600

Email: dlentini@ne-cat.org

Summary: Twenty-eight week program divided into 3 sections that include 10 week introduction to culinary arts focused on culinary basics, 11 week advanced culinary arts focused on cooking techniques, and a 7 week practicum in professional kitchens. Using *Culinary Arts: Principles and Applications* textbook in the classroom. 84% retention rate for the first 10 weeks of the program and 81% placement rate.

Lazarus House Ministries, Inc.

412 Hampshire Street, Lawrence, MA

Contact: Linda Vincent

Phone: 978-269-5207

Email: workprep@lazarushouse.org

Summary: Twenty week program plus 10 week internship. The Lazarus House pays for the internship through donations from the community. Can only serve up to 9 students per class, 62% retention rate. They are in need of guest chefs in the classroom and internship locations.



We would like to thank **Dexter-Russell** for the amazing factory tour for our ProStart teachers on October 19th. Our teachers loved the tour and each left with a beautiful Chef Knife!

We also want to thank the **Ninety-Nine Restaurant & Pub** for supplying all the tables and chairs for Mashpee High School's new restaurant and **Ernie Tremblay, Owner of Sylvan Street Grille**, for supplying plates and new silverware for the restaurant. The instructor and students are thrilled!

Our ProStart Invitational is scheduled for **Tuesday, February 23, 2016** at **Mechanics Hall in Worcester**. Teams participating include **Tri-County , Whittier, Carver High School, Taunton High School, Barnstable High School, Lowell Tech, Peabody High School, Brockton High School, Amherst High School, Nantucket High School, and Madison Park High School**. We're looking forward to another great competition this year!

Thank you!

DEXTER FACTORY TOUR



ALCOHOL SERVER & FOOD PROTECTION MANAGER SERVSAFE TRAINING



Click [here](#) for the Alcohol ServSafe Training Schedule.

COST:

SERVSAFE ALCOHOL SERVER:

\$25 MRA Member AND insured by HMIC,

\$30 MRA Member OR insured by HMIC,

\$35 Non-MRA Member nor insured through HMIC



Click [here](#) for the Food Protection Manager & Recertification Training Schedule.

COST:

SERVSAFE MANAGER:

\$150 MRA Members,

\$225 Non-MRA Members

ServSafe Manager Recertification:

\$100 MRA Members

\$125 Non-Members



WELCOME NEW MRA MEMBERS!

419 Corporation

2360 Cranberry hwy
P.O. Box 760
West Wareham, MA 02576
508-328-5221

Biddy Earlys

141 Pearl St
Boston, Ma 02110
6176549944

ConEmmy Inc

26 Beverly Rd
Swampscott, MA 01907-2653
617-688-3587

Dillon's Local

2 South Park Ave
Plymouth, MA 02360
351-552-2497

El Pelon Taqueria-Brighton

2197 Commonwealth Avenue
Brighton, MA 02135
(617) 779-9090

The Green Internet Group

498 S Gulf Rd
Belchertown, MA 01007-9172
866-506-1923

Howie Carr Show Enterprises

P.O. Box 812330
Wellesley, MA 02482
781-249-0102

HRFoodSafe

45 Woodhill Hooksett Rd
Bow, NH 03304
855-478-7246

Jackson Square Tavern

1530 Commercial Street
Weymouth, MA 02189-3073
781-337-0100

Kriddik.com

124 Bedford Ctr Rd, Suite B
Bedford, NH 03110
6034882826

O'Brien's Corner

413-734-9832
1082 Page Boulevard
Springfield, MA 01104-1643

Ocean Prime

617-670-1345
142 Northern Avenue
Boston, MA 02210

Prince Lobel Tye LLP

617-456-8019
100 Cambridge Street - Suite 2200
Boston, MA 02114

River Bar

661 Assembly Row
Somerville, MA 02145

The Snug

781-749-9774
116 North St.
Hingham, MA 02043-1842

Warsaw

116-120 Green St
Worcester, MA 01604

Jupiter

One Half Eagle St
Newburyport, MA 01950

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