

# Foodservice Updates

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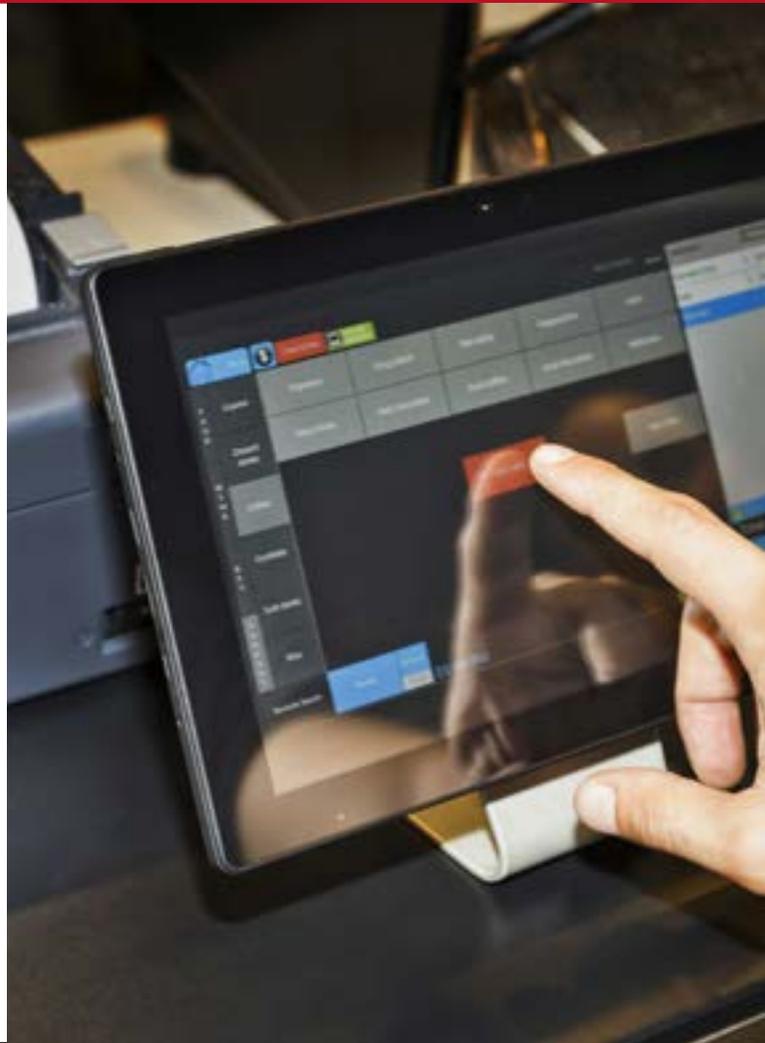
## Embrace the new hospitality

Last year at this time, having an on-trend menu or holiday promotions may have been priorities for you. Fast-forward a year and restaurant hospitality – and the ethics surrounding it – looks much different. One recent Washington Post article mentioned how diners, in general, are going through a more rigorous decision-making process when it comes to determining if and where they will dine out. Criteria that would have seemed outlandish just a year ago – like a restaurant’s COVID-19 protocols, table-distancing measures, neighborhood and amount of foot traffic – now speak volumes to consumers about a restaurant’s potential risks (and therefore, the quality of their hospitality). If local restrictions fluctuate in the coming months, how will you consistently communicate safety to your guests and off-premise customers? Continue to promote – via your website, social media and in-store signage – that you are committed to protecting the safety of both your staff and your guests. If guests want to access detailed information about how you’re handling COVID-19, provide details on your website. Post your employee sick leave policy, specific cleaning protocols and schedule – yes, recent research indicates that more consumers want to know these details – and what you are doing to protect the safety of off-premise meals as well. Much like restaurants that have developed a loyal following of customers who have food allergies, restaurants that visibly protect guest safety – not just for show but as a deeply felt value – stand to earn guest loyalty too.



## Has your tech passed its COVID test?

What has COVID-19 revealed to you about your technology? When you can quickly use your systems to assess your restaurant's sales and profits, you can avoid costly mistakes. On the flip side, if you are not receptive to new technology, are struggling with an older POS system, or are using newer technology but don't know how to use it to make daily decisions, you're likely scrambling and struggling. In a recent episode of The Restaurant Technology Guys, hospitality tech entrepreneur Jordan Thaeler talked about how tech has inundated restaurant operators with new capabilities for gathering data but offered much less help when it comes to harnessing that data easily to make good decisions. He said if there has been any business-related benefit from COVID-19, it may be that it has brought weaknesses – like antiquated POS systems – to the surface and shown operators what must change. If you're struggling to make your data work for you, talk to Team Four about how you can use it more efficiently to make actionable decisions to support your business each day.



## Use tech to support your staff this winter

This winter, you may be in the position of having to train more staff to step in, whether due to employee illness or other obligations. Since it's more important than ever to be able to use time and labor efficiently, make sure you are using technology to deliver training and task reminders where possible. As Modern Restaurant Management reports, a kitchen display system can allow you to generate phantom orders or other tasks at scheduled times to help remind staff of what needs to happen when. It can also offer recipe viewer functionality to help train someone to prepare a dish and ensure quality.



## Orecchiette with a cashew cream sauce

### *Ingredients:*

- 1 ¼ Box, Barilla Orecchiette
- 12 oz Cashews
- 14 oz, Water
- ¾ Cup, Diced Shallots
- 3 Tbsp, Extra virgin olive oil, divided in half
- ¾ Lb. Mixed mushrooms
- 4 garlic cloves, chopped
- Sea salt and Black pepper to taste
- ¼ Cup, Parsley Micro Greens [or chopped Italian parsley]

## Know what plants can do for you



Offering plant-based items on your menu isn't just about having a veggie burger on your sandwich menu or offering to substitute vegetables for animal protein in your pasta dishes. It's also about finding ways to use plant-based ingredients to make a vegan or vegetarian dish as rich and satisfying as any other entrée on your menu. Think about how you can harness the properties of plants to make soups heartier and sauces creamier. When done well, your guests won't miss the meat.

# Food Trends

### *Instructions:*

1. Bring a large pot of water to a boil
2. Combine the cashews and water in a bowl and soak for 30 minutes
3. Blend the cashews and water until completely smooth and creamy
4. In a large skillet saute the shallots in half the olive oil for 3-4 minutes or until opaque
5. Add the cashew cream and bring to a simmer
6. In a separate skillet saute the garlic in remaining olive oil for 1 minute, add the mushrooms and season with salt. Let the mushrooms simmer and become naturally creamy. Season to with salt and pepper.
7. Cook the pasta according to the directions, reserve 1 ¾ cups of the pasta cooking water and add to the skillet with the sauce. Bring to a simmer.
8. Drain the pasta and combine with the sauce.
9. Top with mushroom and parsley

Recipe and photo courtesy of Barilla



## Don't let your holiday vegetables spread contaminants

What's a holiday menu without potatoes, carrots, turnips and the many other root vegetables of the season? Just take care to wash them carefully before you slice into them, since the crevices in these vegetables can trap dirt and contaminants that you don't want to pass on to other parts of the food. Before peeling or slicing these items, soak them in cold water for a few minutes before rinsing them under running water while scrubbing them with a clean brush.



**#FoodSafety**

# #FoodSafety

## What does clean mean?

Even during a normal winter with its typical viruses, overzealous cleaning would be expected. This year, your staff may be taking even more precautions to keep everything from doorknobs to POS touchscreens clean. Make sure they know the difference between cleaning, sanitizing and disinfecting – and which solutions are to be used for which surfaces. Wiping down a surface with the wrong solution can not only be ineffective, but it may also damage the surface being washed (as in the screens of tablets or other electronics). If you need a reference, the National Restaurant Association provides some guidance.



# Foodservice Updates

## As new lockdowns loom, double down on off-premise options

Recently the long-anticipated “second wave” of COVID-19 cases was spurring an indoor dining ban in Chicago, leading to talk of heightened restrictions in the U.S., and bringing back lockdowns in Europe. At a time when COVID fatigue has set in and we’re all eager to congregate again, restaurant operators are in the difficult and pretty impossible position of being arbiters of public safety. Unfortunately, the colder air will make virus transmission even easier than it has been to date: As reported in the Oregonian, Dr. Emily Landon of the University of Chicago medical school said colder air is drier and the droplets that transmit the virus become smaller – so removing masks to eat and drink poses extra safety risks. Instead of pouring your creativity and resources into building a safer outdoor dining area to sustain you in the months ahead, you will likely be better served by going all-in on perfecting your off-premise offerings right now. Think back to how you operated in the early weeks of the pandemic and focus on doing those things again and better. People may be less comfortable eating out for the next several months but they will still need to eat – and the public has become more educated about the low risk of COVID transmission on packaging. Your off-premise menu can help bring some festivity and normalcy to life in these strange times.



Team Four/Value 4 provides customized Supply Chain Solutions and Business Consultancy to the foodservice owners and operators throughout the United States. To find out how we can help your business save money contact us at:

1-888-891-3103 or visit our web site at [www.teamfourfoods.com](http://www.teamfourfoods.com) and [www.valuefour.com](http://www.valuefour.com)