

# Foodservice Updates

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## Step up your cybersecurity awareness

Add cybersecurity to the list of challenges facing the food supply chain. Up to a fifth of the nation's meat processing capacity went off the grid in June after JBS, the biggest meat processor in the U.S., was hit by a ransomware attack. Restaurants have been, and will continue to be, targets for cybercrime as well. As restaurant operators integrate new tech tools into their operation, accept digital transactions and find their footing with business streams that rely on technology, cybersecurity is an ever-important concern. As the pandemic was gaining momentum in March of last year and on-line transactions climbed, there was a 600 percent increase in email phishing scams. Cyber insurance may help recover losses in the event of a breach, but restaurants first need a cybersecurity program that guides business security day to day. It should ensure your operating system and security patches are up to date and establish policies on the purposes for which your computer system can be used and by whom. Doing a background check of employees and screening third-party vendors can help weed out potential threats, and you can also issue unique passcodes for staff to help identify the source of problems if they occur. Train staff on how to avoid email phishing scams and take steps to contain the damage to your systems by using firewalls between the systems in various parts of your business.



## Revamping restaurant rewards

Restaurant digital orders skyrocketed 124 percent in March over the same period in 2020, according to NPD Group. That spike resulted in an influx of new restaurant loyalty programs in the market over the past year. Now a number of brands are revamping their existing programs in order to fine-tune their approach to their loyal guests – and enhance their actionable data as a result. As CNBC reports, some of those changes include improving the number or the quality of rewards for guests, expanding the number of payment options (including cash), and incorporating technology that recognizes a guest as soon as they enter the drive-thru or front door, enabling staff to greet the person by name and call up their preferences before they say a word. Others are providing loyalty program members with information on how many rewards they have earned in the past year. To be sure, as more of these programs enter the market, it will become harder for them to stand out – but it also means consumers will come to expect some rewards customized to their preferences in exchange for their regular business at restaurants.



## Short on staff? Let pacing tools smooth the bumps in service

Restaurants are managing orders from more sources than ever – yet still need to prepare those items at the same time. If they're short on staff, juggling this and keeping customers informed about their order can be a challenge. But smart pacing tools for order fulfillment can help. As Pymnts.com reports, that could include an automated text to a guest when their food or their table is ready, or a QR code that allows a guest to place an order or pay from the table as they leave.





## Turkey Alfredo Roll-Ups

### Ingredients:

- 6 tablespoons butter (plus more greasing the dish)
- 6 tablespoons flour
- 5 cups milk
- Juice of 2 lemons
- 4 teaspoons chopped parsley
- 4 garlic cloves, minced
- 4 tablespoons cream cheese, softened
- 4 cups JENNIE-O® Savory Ground Turkey Crumbles, thawed
- 1 cup finely grated Parmesan
- 16 cooked lasagna noodles, you will be making a few extra, in case they break
- Kosher salt
- Freshly ground black pepper

## Same ingredients, new formats

It may seem challenging to create exciting, frequently changing menus using a small number of core ingredients. But it can be as simple as regularly changing up your menu presentations – recasting your fajitas as a spicy soup special, a salad as a sandwich, a popular entrée as a panini, or even adjusting presentations within a menu category. Looking across your menu, take a dish and imagine it in new formats. If you're hit with a sudden supply shortage, you'll have additional options to work with if you can flexibly translate a dish in several ways.

# Food Trends



### Instructions:

1. Preheat oven to 350°F. Butter a large casserole dish and set aside.
2. Melt butter in a large skillet over medium heat.
3. Add garlic and sauté until garlic is fragrant, about 30 seconds.
4. Whisk the flour into the butter and garlic and cook until the mixture is bubbling and golden, 1 minute more.
5. Gradually pour in milk, whisking constantly.
6. Bring mixture to a simmer, then stir in cream cheese and Parmesan.
7. Let simmer until the sauce thickens, about 2 to 3 minutes.
8. Add lemon juice and a little parsley. Season to taste with salt and pepper. Then stir in turkey crumbles.
9. Spoon a thin layer of sauce onto the bottom of the baking dish.
10. Lay cooked noodles in a single layer on a cutting board or baking sheet.
11. Spread turkey Alfredo mixture on each noodle, then roll up the lasagna noodle.
12. Lay the roll-ups in the baking dish seam side-down.
13. Spoon more sauce on top of the roll-ups.
14. Bake for 15-20 minutes, until the sauce is bubbly and beginning to brown.
15. Garnish with more parsley and serve warm.

Recipe and photo courtesy of Jennie-O



## Keep those cool drinks clean

It's more than enough to make you lose your appetite: One of the least sanitary places in a restaurant is the ice machine – not what anyone wants to hear, especially during the season of cool drinks. As The Rail reports, a 2006 study found that 70 percent of ice in ice machines contained more bacteria than the water in a toilet. How can you avoid this, right now? A weekly cleaning with a chlorine solution can keep mold and slime at bay, while a water softener or phosphate filter can prevent scale buildup. Have the machine professionally serviced on a regular basis as well. Look for traces of mold, slime, scale or sediment in your ice machine regularly, and use a clean scoop (stored outside of the machine) to scoop ice.



**#FoodSafety**

# #FoodSafety

## Wipe up right

Cleaning tools such as sponges and wiping cloths can become contaminated with bacterial pathogens and harbor these contaminants for more than two weeks, according to a recent study by researchers at the Hilton College of Hotel and Restaurant Management at the University of Houston. The researchers found that *E. coli*, *Salmonella* and *S. aureus* survived for up to 16 days in sponges and 13 days on microfiber towels washed in sterile water – and that sanitizing solution is ineffective at sterilizing these tools after four hours. Are you replacing sanitizing solution frequently enough in your kitchen?



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## Making delivery work

The pandemic has set all kinds of innovation in motion across the restaurant industry, so it makes sense that it would touch delivery, which many in the industry viewed as ripe for reinvention even before the pandemic. New models have been emerging in recent months in an attempt to make delivery work financially for restaurants, particularly for smaller ones that don't have the scale to support in-house delivery or to be able to afford the fees charged by third-party vendors. One such model is community-based delivery services. Many of these services, which have been popping up in places as geographically diverse as Nebraska, Ohio and Washington, D.C., are cooperatives – the result of owners and workers pooling resources to provide delivery without the unmanageable costs. As The Counter reports, the participating restaurants pay membership fees to cover operating costs, as well as salaries for drivers and dispatchers. They receive a share of profits each year. In practice, this could amount to a \$300 monthly fee for a restaurant to participate, along with a monthly subscription fee or a flat, per-order fee for customers. If you have a loyal following of customers and relationships with other restaurant operators around your community who struggle to make the math of third-party delivery work, joining (or starting) a community-based delivery service might be a helpful alternative.



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)