

# Foodservice Updates

## In This Issue

- Ghosts on the go | Salads to savor | Minimize manual-handling risks in your restaurant | Safer menus – with other benefits to boast
- | Outsource your training to tech | Tap into tech for local supplies

## Will you be ready to flex with the next challenge?

Summer is here, record-breaking temperatures can be a challenge for operators to do business as usual, or for people to be willing to eat at restaurants outdoors (or even indoors, unless there was reliably cold air conditioning). As we move through summer, extreme weather conditions – whether intense heat, fires or hurricanes that knock out electricity or otherwise impede business – will continue to be a threat to different parts of the country. But if the pandemic taught the restaurant industry anything, it taught us how to flex in response to a changing situation. Now is a good time to review your emergency management plan: If your facility is hit with a power outage, for example, will you be alerted right away? What actions should this trigger with regard to preserving inventory, safeguarding your facility and contacting employees? If a heat wave strains the energy grid and knocks out your air conditioning, how could you flex your service model, hours, menu and staffing to avoid short-term closure? To be sure, many challenges that come along may be out of your hands. But if you can prepare cloud-based backup plans to guide you through how to shift operations in different potential scenarios, you may be able to ride out the challenges a little easier.



## Outsource your training to tech

When new staff members first learn their responsibilities on the job at your restaurant, is it an orderly process that builds their confidence from the start, or more like a baptism-by-fire experience that makes them regret taking the job? Incorporating technology in your training procedures can help ensure you're providing an experience more like the former than the latter. As a result, it may improve your retention and save on costs associated with it, which can range from \$1500-\$5000 each year for every employee, according to Restaurant Technology News. Consider loading your training procedures onto an app. It can accommodate frequent updates, keep all important training knowledge in one place, and allow you to send alerts out to staff as soon as they are needed.



## Tap into tech for local supplies

Amid food supply disruptions, restaurant operators have been encouraged to simplify their supply chain and source ingredients closer to home. While this may immediately sound like a lower-tech way to operate, your back-of-house tech should be able to help you research local suppliers that will help you diversify your vendors and better manage the risk of an ingredient shortage, Restaurant Dive reports. Whether you are sourcing ingredients from the other side of the world or the other side of town, are you pulling as much as you can from your technology tools? Your vendor management process can and should be streamlined, accurate, and account for differences in shelf life and food safety requirements, whether you are sourcing products from a multinational supplier or a local farm.



## Crispy Rice Salad

### *Ingredients:*

- 2 cups Jasmine Rice , Deep Fried
- 1 cup Cauliflower Florets
- 3 cups Curly Kale
- 2 cups Currants
- 1 cup Cucumber , Diced 1/2 Inch
- 1 cup Red Pepper , Diced 1/2 Inch
- 1/2 cup Scallions, Bias Cut
- 6 fl oz White Balsamic Vinaigrette

## Salads to savor



It's salad season – and chances are the weather is making salads all the more appealing to your guests as not just simple side dishes but also as entrées. Make them a more interesting and satisfying menu option by playing with textures and unexpected ingredients. Beyond greens and vegetables, think whole grains, nuts, berries and seeds – especially options like rice, pistachios, blackberries, pomegranate seeds and other items you wouldn't immediately think of adding to a salad.

### *Instructions:*

1. Deep fry jasmine rice until puffed and crispy. Drain and reserve.
2. In a food processor, pulse cauliflower and kale until coarsely chopped.
3. Place all ingredients in a mixing bowl and toss to coat with White Balsamic Vinaigrette (KE3168-2).
4. Plate and serve.

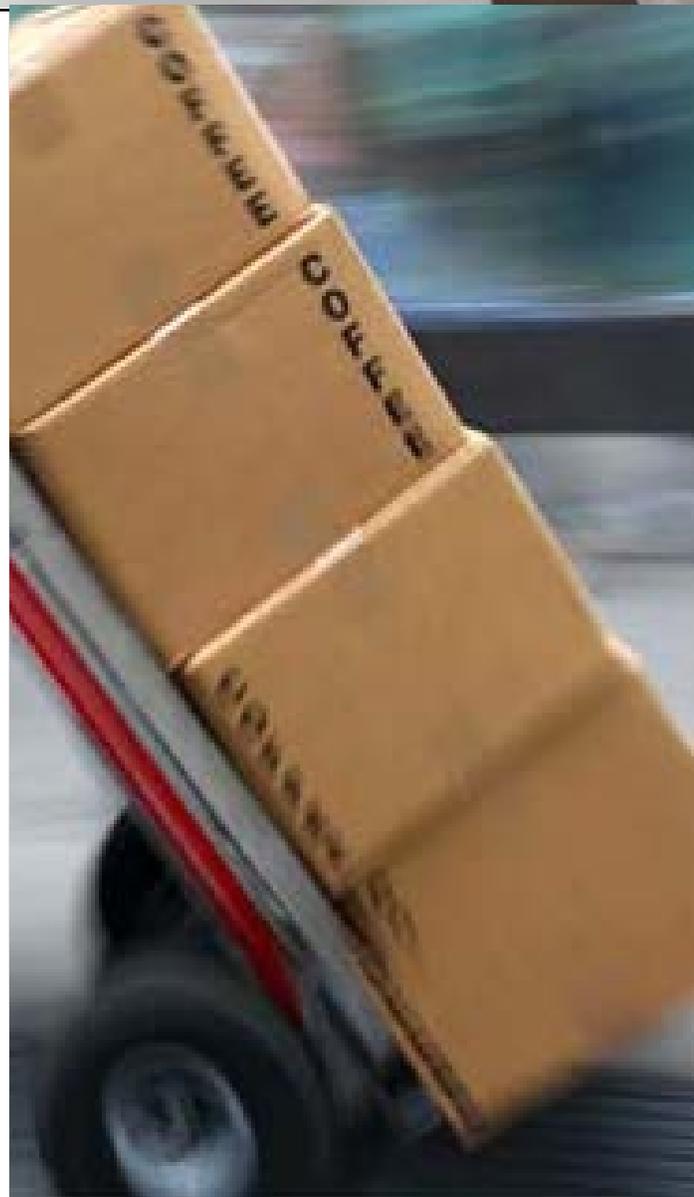
Recipe and photo courtesy of Ken's

# Food Trends



## Minimize manual-handling risks in your restaurant

Restaurant work is physical labor – and at a time when it’s more challenging than ever to have a complete team ready to work, it’s important to do what you can to prevent on-the-job injuries. Consider how you’re managing manual-handling risks. Heavy or frequent lifting and carrying of bulk food containers can cause back injuries, as can reaching up or down into awkward or difficult-to-access spaces. Markel Insurance advises operators to store heavy items at a height between workers’ hips and chest, or to use carts to move heavy items from storage areas and coolers. Limit repetitive lifting where possible and ensure that when it must happen, workers are lifting with their legs and with the load directly in front of them and close to them. Adapt other areas in the restaurant that may not seem like big risks but can pose repetitive stress injuries, like pass-through windows that are too high or deep.

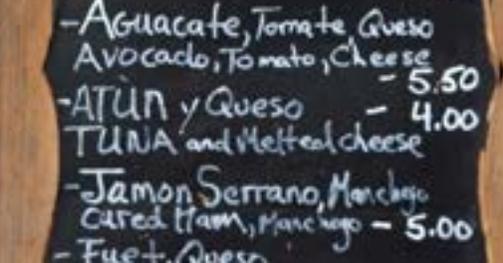


**#FoodSafety**

# #FoodSafety

## Safer menus – with other benefits to boast

Reusable menus are so 2019 – and they are also among the grimmest items in your restaurant. If you want a more eco-friendly alternative to paper menus, consider blackboard menus, digital menus or menus available via QR code. The transition away from the large, reusable, multi-page menu doesn't have just safety benefits, either – it can also help you make more frequent changes to your food selection, encourage you to whittle down your menu and allow you to focus on delivering a smaller variety of items especially well.



# Foodservice Updates

## Ghosts on the go

As evidence of their growing prominence in the restaurant industry, ghost kitchens are now getting their own events. In June, the Ghost Kitchen Conference in Dallas addressed this new and growing segment of the restaurant industry and how brands are approaching everything from menu development to digital market-

ing to site selection. Nation's Restaurant News reports that ghost kitchens are demonstrating potential and an ability to gain competitive advantage in a few key areas. Service is one. While demand for delivery and off-premise restaurant food is high, the experience of eating this food can be lacking and difficult for operators to control. There is opportunity in the ghost kitchen segment to condense the physical distance between restaurants and customers and also channel more resources into building stronger relationships with delivery providers in an effort to make delivery a higher-quality experience (Fazoli's, for example, treats delivery drivers to breadsticks.)



Because ghost kitchens are small, nimble and flexible, there is also potential for them to push the boundaries of the segment. They can easily plug into grocery stores, airports, hotels or other facilities with a captive audience for restaurant food. Finally, these kitchens are lowering the barriers of entry into the industry. No longer does opening a restaurant require a substantial investment or attractive real estate (though the challenges of marketing ghost kitchens without brick-and-mortar counterparts surely generate new challenges related to marketing and customer engagement).

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)