2016 RIHA Chairman’s Message

It has been an honor to serve as Chairman of the Board of the RI Hospitality Association in 2016. With more than 70,000 working in our industry, I am so proud of all of the talented men and women who chose a career in hospitality! Our annual meeting and Stars of the Industry awards celebration, which more than 700 people attended, was a fitting closure to a chapter of my life that I will forever cherish. Recognizing so many talented ‘stars’ in our industry is well deserved!

As I look back on 2016, so many great things happened. Rhode Island’s economy has gotten more robust and our industry continues to play a key role in the recovery process. We continued to create many well-paying jobs and remain a true cornerstone of the state’s economy.

As I conclude my term and welcome Craig Sculos as the 2017 Chairman of the Board, I am hopeful that our membership will continue to work together to the betterment of our industry. We know that we will face another legislative battle this year. There is power in numbers, and I hope each and every member will remember this.

Hospitality is also a crucial component of what makes Rhode Island cool! Next year, we will host the national Prostart High School Culinary and Management competition in which high school students from all over the United States will spend time in Rhode Island to compete on a national stage. What a fantastic and life-changing opportunity for this next generation of culinarians!

Although, I’m no longer at the helm of RIHA, you’ll still see me at every important event and rally and at the State House. Remember people, we are in it to win it!

Membership

New 2016 RIHA Members: 63
Total 2016 RIHA Members: 599

Members on Programs: Over 218
Natural Gas, Electric, Credit Card Processing, Music Licensing and Insurance
The RI Hospitality Education Foundation (RIHEF) develops, supports, and promotes career growth opportunities within the hospitality industry. With a brightening economic forecast, the demand for trained employees is higher than ever.

Providing learners with the necessary educational tools is more crucial than ever. Despite the various economic challenges Rhode Island has faced over the past several years, our state's hospitality industry has continued to expand and provide much-needed job opportunities for our citizens. The Rhode Island hospitality industry ranks as one of the top five largest job-producing industries in the state year after year.

Fortunately, our industry is now recognized by the public sector as a major economic force in our state, worthy of increased investment in both workforce development and more aggressive promotion of our state to visitors. The RIHEF and the members of the RI Hospitality Association (RIHA) are playing a pivotal role in making our leaders aware of the critical need to continue this investment to ensure the future growth of jobs and revenue to our state.

Our Hospitality Training Academy offers many industry recognized certification training programs including two high school career & technical education programs; ProStart® a culinary arts and management program and Hospitality & Tourism Management Program (HTMP). We also continue to provide training for thousands of existing industry personnel each year in courses including ServSafe® Food Safety, ServSafe® Alcohol server training, and most recently – the ManageFirst Program®, to name a few.

We are fortunate to have a top-notch RIHEF Board of Directors, and dedicated professional staff who are all committed to the goal of providing the best programs possible to educate the current and future hospitality employees of Rhode Island.

The RI Hospitality Education Foundation’s mission is to develop, support, and promote career growth opportunities within the hospitality industry to benefit students, organizations, and the economy. We achieve this mission through our work with youth, unemployed adults, and incumbent employees. Our focus is on career awareness, providing work-readiness training, and offering occupational skills training.

We promise to be THE primary resource for training, research, data and education.

2016 RIHEF Chairman’s Message

1,100 individuals participated in our training programs this year.

Programs offered:

Alcohol Server Training
- ServSafe® Alcohol Training and Certification

Customer Service & Diversity
- Hospitality: The Third Language™
- First Impressions: Exceptional Customer Service™
- Lasting Impressions: The Core of Communication™

Food Safety
- ServSafe® Food Protection Manager Certification
- ServSafe® Food Handlers Course
- Allergy Training

Career & Management Programs
- ProStart® - Foodservice/Culinary Arts
- S.T.A.R.T. - Skills, Tasks, and Results Training (Lodging)
- Hospitality & Tourism Management
- Restaurant Management: Manage First®
**RIHA Goes to Washington: NRA Public Affairs Conference**

RIHA went to Washington, D.C. for the National Restaurant Association’s annual Public Affairs Conference. During the conference, RIHA met with Senator Reed, Senator Whitehouse and Congressman Langevin to discuss the NLRB Joint Employer ruling, the proposed US Department of Labor overtime rule and tax reform.

At the National Restaurant Association’s Award Gala, Gregg’s Restaurants & Taverns was one of three restaurants honored with the Restaurant Neighbor Award, which recognized Gregg’s charitable contributions to the community.

**Meeting of the Membership on Legislation**

Nearly 75 RIHA members packed themselves into Twin Oaks Restaurant this Spring to discuss several pieces of legislation that would drastically change the way the hospitality industry does business and what RIHA is planning on doing to protect the industry.

Bahjat Shariff, Chairman of the RIHA Board of Directors and Operating Partner of Howley Bread Group, a Franchise of Panera Bread and Dale J. Venturini, President/CEO discussed several pieces of legislation, including scheduling mandates, paid leave, minimum wage increases, workplace bullying, wage deductions and wage discrimination.

**Legislation**

L to R Standing: Dale J. Venturini, Sarah Bratko, Senator Sheldon Whitehouse, Mike Lester, Bob Bacon and Bahjat Shariff. L to R Sitting: Ken Cusson, Lisa Doucet-Albert, Brian Casey and Bobbie Bacon

L to R: Ken Cusson, Bahjat Shariff, Sarah Bratko, Brian Casey, Lisa Doucet-Albert, Congressman Langevin, Bob Bacon, Bobbie Bacon, Dale J. Venturini and Michael Lester

Dale J. Venturini, RIHA President/CEO addresses members on pending legislation
On February 11, 2016, Senate President Teresa Paiva Weed and Senator Louis DiPalma served coffee to over 100 hospitality business leaders at our “Get Served by the Senate President Breakfast.”

The Senate President and Senator DiPalma were assisted by fifteen ProStart students from the Newport Area Career and Technical Center. They went table to table pouring coffee and speaking with members of the RI Hospitality Association.

Proceeds from the event went to the RI Hospitality Education Foundation and the Newport Public Education Foundation Technology Endowment Campaign.

RIHA Wins On Our Priority Issues

Once again, we faced a tough legislative battle in 2016. Our success was a direct response to the proactive strategy that our Board laid out at the onset of this legislative session. Through the efforts of our members who generously donated to our cause, the National Restaurant Association, our dedicated Board of Directors and our expanded internal and external lobbying and communications team, we were able to achieve significant victories and defeat several pieces of legislation that would have drastically changed the hospitality industry in Rhode Island.

RIHA WIN: Mandated Paid Leave - DEFEATED

H7633/S2721 - This legislation would have required employers to provide paid sick and safety leave time up to a maximum of fifty-six hours a year.

RIHA led a business-backed coalition against this legislation, citing the administrative burdens to small businesses and the vague and overly broad language of the legislation.

RIHA WIN: Minimum Wage - DEFEATED

H7285/S2389 would raise the minimum wage to $10.50 in 2017 and $11.00 in 2018. Article 13 of the Governor’s budget would raise the minimum wage to $10.10 in 2017. RIHA testified that businesses need time to adjust to the four previous minimum wage increases before the state implements another one.

RIHA WIN: Scheduling Mandate - WITHDRAWN BY SPONSORS

H7515/H7634 would have required employers to give out a written schedule 14 days in advance to all employees. If an employee had to change that schedule, the employer would face costly penalties. Due to the strong opposition of RIHA and other business groups, this legislation was withdrawn by the sponsors.

RIHA WIN: Fair Pay Legislation - DEFEATED

H7694/S2635 would have required employers to prove that employees doing “substantially similar work” but not getting the same wage are not being discriminated against due to their gender. The burden of proof would be on the employer once a claim was brought. RIHA was concerned about the unintended consequences of the legislation.

RIHA WIN: Workplace Bullying - DEFEATED

S2377 would have allowed disgruntled employees to bring claims against employers for so-called “workplace bullying.”

PAC Fundraiser Event

For the first time ever, RIHA and the Massachusetts Restaurant Association teamed up for a one of a kind fundraising event to raise money for the RIHA Political Action Committee, the MA Restaurant Association Political Action Committee and the NRA Political Action Committee. RIHA took a bus up to the legendary Kowloon Restaurant in Saugus, MA to meet up with our Massachusetts counterparts and to help build up our grassroots coalition for the upcoming legislative session. We also got a special show by the nationally recognized comedian Tony V!
Industry analysts addressed more than 70 Rhode Island hospitality professionals during the 13th annual Economic Outlook Breakfast, hosted by the RI Hospitality Association (RIHA). They concluded that Rhode Island can expect moderate growth in both the lodging and restaurant industries by the end of 2016 and into 2017.

This year’s panelists included Hudson Riehle, Senior Vice President of The National Restaurant Association’s Research and Knowledge Group, and Rachel Roginsky, Principal of Pinnacle Advisory Group.

Riehle, first to present, addressed the economic backdrop and performance of the restaurant and food service industry. According to Riehle, the U.S. restaurant industry’s annual food and beverage purchases reached $783 billion so far in 2016. Nationally, there is currently 14.4 million people employed in the restaurant industry and over one million food establishments. Employee recruitment and the economy are the biggest challenges that restaurant operators faced in 2016. Despite these challenges, Riehle says that the economy is now six million jobs above pre-recession peak and majority of states have more jobs than before the recession started.

According to Roginsky, who focused on the lodging industry, U.S. hotel revenue growth will slow in 2016, and continue through 2017. The growth will be driven entirely by ADR growth. She also stated that occupancy is expected to remain flat in 2017 due to supply growth catching up to demand growth for the first time since the recession. Major cities and the top 20 markets will face a problem of growing supply, due primarily to property rental companies like AirBNB.
“Tea & ‘Tinis” - Women in Hospitality Event

The RI Hospitality Association (RIHA) hosted an afternoon of tea and an evening of martinis, during an educational, thought-provoking conversation at our 2nd annual Tea & ‘Tinis’ event on June 1, 2016. Alison Bologna, NBC10 Sunrise Anchor, hosted the event, along with a panel of successful women in the hospitality industry.

More than 75 attendees join the event to hear from panelists including: Kristine Cox, General Manager of The Newport Harbor Hotel and Marina, Kimberly Greene, Vice President of Regional Operations at The Procaccianti Group, Michelle Russo, Founder/CEO of Hotel Asset Value Enhancement, and Vanessa Sinders, Senior Vice President of Governmental Affairs at the American Hotel & Lodging Association (AH&LA).

The four women discussed their trials and tribulations, past learning and opportunities as they see them for women in the hospitality, travel, and tourism industry. They touched upon many topics including what changes they would like to see in the hospitality industry, what hospitality means to each of them and what factors contributed to getting them to where they are today. All of the panelists agreed that “personal touch” is the most important thing businesses can do to set themselves apart from the rest.

“The expectation and challenge in our industry is that people want to experience something they don’t normally experience in everyday life,” said Kimberly Greene of the Renaissance Hotel. “The bar has never been set higher.” Kristine Cox, General Manager of the successful Newport Harbor Hotel and Marina, also added that, “creating special moments for guests is the most important thing you can do to leave lasting impressions.”

Michelle Russo, Founder & CEO of Hotel Asset Value Enhancement, came to the hospitality industry from Wall Street. Her advice to the next generation of women leaders: “be specific about what you want or you won’t get it. Don’t be afraid to ask for what you want and deserve.” Vanessa Sinders, whose career in government previously included a stint as former Massachusetts Senator Scott Brown’s chief of staff, echoed that sentiment. “Step up and say I can do it. Be humble enough to ask for help when you need it, but be aggressive enough to go after what you want,” concluded Sinders.

Events

Norovirus Seminars

RIHA and RI Department of Health teamed up on two training seminars across the state to help train local foodservice owners, managers and employees on the dangers of Norovirus and how to minimize the impact of it on businesses. Over 100 people attended these sessions, which detailed the importance of why all food handlers and managers need to know how to prevent and reduce the risks of the virus. A Norovirus clean-up plan needs to be in place and understood by all employees in advance of an incident, not after.
Above: Heather Hurley, Dock Master, explains the Marina operation at Newport Harbor Hotel & Marina to the students.

Junior Achievement Job Shadow Day

On May 25, 2016, twenty culinary students from Chariho Career and Technical Center and Newport Area Career and Technical Center spent the day at the Newport Harbor Hotel & Marina. They had the opportunity to tour the property and the marina, as well as hear from guest speakers currently in the industry who showed the students the various career paths that they can follow upon graduation.

RI Foodservice Management Training Program

RI Hospitality Association launched its first offering of the RI Foodservice Management Training Program on April 18, 2016 and the second offering on October 17, 2016. This program is designed to provide professional development, support, resources and knowledge for career advancement for candidates currently working within the Hospitality Industry. Because of a generous grant provided by Real Jobs RI, the Association is able to offer this 10-week program for a deeply discounted price. We served a total of 42 employees throughout the industry offering both full credential training and a la carte training opportunities.

Education Foundation

27th Annual Golf Classic

On October 3, 2016, the RI Hospitality Association held its 27th Annual Golf Classic Fundraising event at Quidnessett Country Club in North Kingstown. 144 golfers played in the tournament from all areas of the hospitality industry. This event was sponsored by Sysco Boston, Sprague, Falvey Linen Supply, Performance Foodservice, Newport Harbor Corporation, Gordon Food Service, McLaughlin & Moran, Inc., TriMark United East, Twin River Casino, Subway Development Group, Cornerstone Group, Rhode Island Distributing, Heartland Payment Systems and United Healthcare and a variety of other donors who purchased tee signs or donated to our raffle and silent auction. Our event sponsors provided amazing food and libations for our players to enjoy throughout the day. First through third place was awarded to teams from: MS Walker of Rhode Island, Enterprise Rent A Car Company of RI LLC, and Valet Connection. Susan Colucci of Providence Marriott Downtown won Closest to the Pin, Women; Rob Quinn from MS Walker of Rhode Island won Closest to the Pin, Men; Kate Sullivan of Omni Providence won the Longest Drive, Women; and Rob Quinn of MS Walker won the Longest Drive, Men.

On March 23, 2016, the 1st place team of the 2016 RI Hospitality Education Foundation’s ProStart Culinary Competition was invited to provide a cooking demonstration during the Sysco Food show at the RI Convention Center. The Golden Patriots from William M. Davies, Jr. Career and Technical High School presented attendees with a sampling of their winning dessert from the competition. They also performed a demonstration on how they prepared and completed their final dish at the competition. Other students from the school volunteered by assisting vendors with their booths and preparing samples for the attendees. All of the students were grateful to have this experience that they may not have had if it were not for Sysco Boston and their stellar performance at the state competition.

Above L to R: Golden Patriots: Casey Torres, Carmen Fernandez, Lorena Rodriguez, Avia Payne
ProStart High School Culinary & Management Competition

The 5th Annual Rhode Island ProStart Competition, sponsored by RI Hospitality Education Foundation, US Foods and Ecolab, was held on March 10, 2016 at the Hyatt Regency in Newport. Four local schools had teams representing them from Chariho Area Career & Technical Center, Exeter Job Corps Academy, Newport Area Career & Technical Center and William M. Davies, Jr. Career & Technical High School. They competed for $957,000 in scholarship money and a chance to represent Rhode Island at the National ProStart Invitational in Dallas, TX. These students were judged and critiqued by thirty industry professionals from the local area.

Twenty-two students participated in a culinary arts competition, showing off their technical skills in safety and sanitation, knife cuts, poultry fabrication, team work, communication, menu design, cost allocation, menu taste and overall presentation. Seven students demonstrated their abilities to develop a new restaurant concept and present their business and marketing plans to a panel of professional judges in a management competition.

The first place culinary and management teams were both from William M. Davies, Jr. Career & Technical High School and they proudly represented the state of Rhode Island at the National ProStart Invitational April 29-May 1, 2016.


Looking Ahead : 2017

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
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</thead>
<tbody>
<tr>
<td>ServSafe® Food Safety Managers Full Certification</td>
<td>1/10, 1/17, 2/21, 2/28, 3/14, 3/21, 4/11, 4/18, 5/9, 5/16, 6/6, 6/13, 7/11, 7/18, 8/15, 8/22, 9/12, 9/19, 10/10, 10/17, 11/7, 11/14, 12/12, 12/19</td>
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<td>ServSafe® Food Safety Managers Re-Certification</td>
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<tr>
<td>RI Hospitality Association Board Meeting</td>
<td>1/11, 2/7, 3/14, 4/4, 5/9, 6/13, 9/12, 10/10, 11/29</td>
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<tr>
<td>RI Hospitality Education Foundation Board Meeting</td>
<td>2/7, 5/9, 6/13, 9/12, 11/29</td>
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<tr>
<td>Governmental Affairs Council Meeting</td>
<td>1/18, 2/23, 3/23, 4/27</td>
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<tr>
<td>ProStart Competition</td>
<td>2/16</td>
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<td>New England Food Show</td>
<td>2/26 – 2/28</td>
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<tr>
<td>Get Served by the Speaker</td>
<td>3/2</td>
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<td>Women in Hospitality Luncheon</td>
<td>3/23</td>
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<tr>
<td>Economic Outlook Breakfast</td>
<td>9/14</td>
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<tr>
<td>Membership Reception</td>
<td>6/13</td>
</tr>
<tr>
<td>PAC Fundraiser</td>
<td>9/12</td>
</tr>
<tr>
<td>28th Annual Golf Classic</td>
<td>10/2</td>
</tr>
<tr>
<td>Restaurant Operators Council Meeting</td>
<td>2/23, 5/24, 9/20</td>
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<tr>
<td>Ask the Experts Roundtable</td>
<td>10/18</td>
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<tr>
<td>Stars of the Industry</td>
<td>11/29</td>
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Education seminars and webinars available through the year. Please check our website www.rihospitality.org for more information.
2016 Board of Directors - RI Hospitality Association

**Officers**

**Chairman of the Board**
Bahjat Shariff
Howley Bread Group, Ltd., a Franchise of Panera Bread

**Vice Chairman of the Board**
Craig Sculos
Twin River Casino

**Treasurer**
Christopher Tarro
Siena Restaurants

**Secretary**
Robert Burnetti
Hotel Viking

**Immediate Past Chairman**
Robert Bacon
Gregg’s Restaurants & Taverns

**Past Chairman**
Kenneth Cusson
Newport Harbor Corporation

**President/CEO**
Dale J. Venturini
RI Hospitality Association
RI Hospitality Education Foundation

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Brian Casey, The Company
Glenn Chelo, Chelo’s Corporation
Eric Churchill, Providence Marriott Hotel
Paul Conforti, Encore Hospitality Group/Ocean State Job Lot
Kristine Cox, Newport Harbor Hotel & Marina
Trudy Coxe, Preservation Society of Newport County
David DePetrillo, RI Hospitality Education Foundation Chairman
William Dessel, Billy’s Restaurant
Brendan Kane, Peregrine Hospitality Management
David Houseman, Spring House Hotel
William Kitsilis, Angelo’s Palace Pizza
Douglas Koenig, Providence Biltmore Hotel
Michael Lester, MS Walker
Theodore Newcomer, Chow Fun Food Group
Lauren Perez Fehr, Hampton Inn & Suites Providence Warwick Airport
James Pezzullo, Sysco Boston
James Turi, Subway Development Group
Joseph Vigliotti, US Foods
Al Zannella, RI Distributing

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Lisa Doucet-Albert, Regan Communications

**Legal Counsel**
William Murphy, Dome Consultants
Terrance Martiesian, Martiesian & Associates
Lenette Boisselle, Martiesian & Associates

**Honorary**
Peter Cafaro, Judd Brown Designs and Jefferson Group Architects
Daniel Hostettler, The Ocean House
Len Panaggio, New England Restaurant Financial Group

2016 Board of Directors - RI Hospitality Education Foundation

**Officers**

**Chairman of the Board**
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RI Hospitality Education Foundation

**Vice Chairman of the Board**
Robert Ayers
Residence Inn by Marriott

**Secretary/Treasurer**
David Lahousse
The Lodge Pub & Eatery, Kay’s Restaurant

**President/CEO**
Dale J. Venturini,
RI Hospitality Association, RI Hospitality Education Foundation

**Board Members**

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Jane Eccleston, Providence Biltmore
Antonio Fonseca, Packaging & More
Sam Glynn, Chomp Kitchen & Drinks/Statesman Tavern
Nicole Mattiello, Pranzi Catering
Sue O’Donnell, The Hotel Viking
Socrates Ramirez, Hilton Providence
Janet Raymond, Greater Providence Chamber of Commerce

Michael Sabitoni, Johnson & Wales University
Bahjat Shariff, Howley Bread Group, Ltd., a Franchise of Panera Bread
Sean Woodbine, LAZ Parking/Ultimate Hospitality
The RI Hospitality Association and RI Hospitality Education Foundation celebrated at our 27th “Stars of the Industry” Annual Meeting and Awards Ceremony by honoring over 110 hospitality professionals at the Twin River Casino on November 30, 2016.

The Stars of the Industry Awards recognizes the outstanding achievements of members of the hospitality, foodservice and tourism industries. Award recipients were chosen not only for their dedication and contributions to their careers, but also for their involvement in their local communities.

“It’s an honor to congratulate this year’s Stars of the Industry winners for all of their incredible accomplishments,” said Dale J. Venturini, President/CEO of RIHA. “With more than 70,000 Rhode Islanders working in the hospitality industry, it is important to take the time to recognize their hard work. It is because of their dedication that the hospitality industry continues to be a cornerstone of the state’s economy.”

This year our guests were surprised with a special dance performance by President/CEO, Dale J. Venturini; RIHA Board Chairman, Bahjat Shariff; and RIHEF Board Chairman, David DePetrillo as they performed an unforgettable opening act with dancers from the Monte Carlo Troupe. The fun didn’t stop there. During dinner, guests were serenaded by American Idol Finalist, Paul McDonald.

The Farm to Fork: Excellence in Sustainability award was given to Talluah’s, Persimmon and Nick’s on Broadway.

Kerri Lynn Handrigan of Champlin’s Seafood Deck celebrates as she walks down the runway to accept the award for Bartender of the Year.

2016 RIHEF Chairman of the Board, David DePetrillo; President/CEO, Dale J. Venturini; and 2016 RIHA Chairman of the Board, Bahjat Shariff.

2016 RIHA Chairman Bahjat Shariff passes along the gavel to introduce the new 2017 RIHA Chairman of the Board, Craig Sculos.

Stars of the Industry

Banner Image: American Idol finalist, Paul McDonald sings to over 700 Stars of the Industry attendees.

Photography: Kizirian Photography