

January 2018

# Foodservice

## equipment & supplies



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### Caviar & Bananas:

Flagship Store Evokes Food Hall Persona



FE&S proudly introduces you to a collection of foodservice professionals not merely committed to the industry, but able and ready guide this community through the many challenges it will face as it evolves. Some were born into this through the family business, and many found their way into this industry by happenstance. However they arrived here, all agree this is undeniably the place for them.

Here's a few key traits FE&S' Future Foodservice Leaders share:

- ◆ Demonstrate a passion for the foodservice industry.
- ◆ Approach business dealings in a fair and ethical manner, from customers to supply chain partners to employees.
- ◆ Embrace communication and change.
- ◆ Participate and seek educational opportunities; show a commitment to learning.
- ◆ Use their past experiences to guide their current business dealings.

This driven group brings ambition, experience, and talent to an ever-changing industry. We hope you find their views and background stories both interesting and thought-provoking.

Want to know what they would improve about the industry? Visit us online at [www.fesmag.com](http://www.fesmag.com) for their thoughts on the topic. We're certain the areas they target for improvement will come to fruition.

**By the Editors**

Kick off 2018 by meeting 18 professionals poised to take the foodservice industry to the next level.

# FUTURE FOODSERVICE LEADERS





## ROCHELLE MONAHAN

Operations Project Manager  
Rippe Associates  
Minnetonka, Minn.

### ◆ Consultant

- ◆ Years in Foodservice: 7
- ◆ Industry Involvement: Academy of Nutrition and Dietetics, FCSI – The Americas, AHF
- ◆ Spends her free time exercising and spending time with her husband Pat, watching her stepdaughter Sierra ride horses and participate in barrel racing, and enjoying her dog Willow.

### FE&S: What inspires you?

**RM:** I love scrolling through foodservice publications and reading about how facilities are bringing trends to life. Chefs and foodservice managers around the world, in a variety of market segments, are doing new and interesting things every day. I draw my inspiration from these stories and use them to inspire others as well. As a foodservice design consultant, I think it's important for me to pull my clients out of the comfort of what they have always done and open them up to new possibilities.



### FE&S: What change have you been involved with over the past year?

**RM:** In the world of foodservice design, things are constantly twisting and changing. I don't think I've ever been involved with a project that went 100 percent according to plan. I think the key for me is to expect change and be prepared to manage it, and to know who to ask for help. I've recently come to accept that I will never have all the answers — I just have to know someone who does.

### FE&S: Describe a challenge on the job.

**RM:** One of the most challenging things about my job is helping others to accept and embrace change. We work with a lot of foodservice managers and chefs that have been at their facilities for 15, 20, 25 years. They have systems and processes in place that they don't want to change. Change is difficult for most people. It's our job to focus on the benefits of the change — such as improved efficiency, faster speed of service, greater customer satisfaction and increased profitability. It's also important to have data to support these claims.

## ANGELA S. PETITTI

Vice President  
Gary's East Coast Service  
Shelton, Conn.

### ◆ Service Agent

- ◆ Years in Foodservice: 23
- ◆ Industry Involvement: CFESA
- ◆ Spends her free time cooking, gardening and running with the Run169 Towns Society. Her goal is to run a race in each of the 169 towns in Connecticut; she's accomplished 134 to date.

### FE&S: What's the best career advice you've been given?

**AP:** Grandma always told me the best way to learn about something is to read about it. I read a lot, I'm willing to make changes, and I also frequently ask other people's opinions. I'm constantly learning in some way or another.

### FE&S: What has been your proudest professional accomplishment?

**AP:** Our biggest accomplishment came in 2004 when we became CFESA certified. Hitting those benchmarks was huge for us, and every three years, going through the process, keeps us on track. That kind of certification gives us something to gauge against, it lets us know the expectation of the industry of us as a service company.



### FE&S: What current problem are you trying to solve?

**AP:** One problem that always comes up is finding technicians and getting them trained in a short period of time so we can get them on the road. It's always hard to send that extra person along on the road as a mentor, or to send the new person for training.

We've put together a short training catalogue to help new technicians. They

get one section when they start, to get them through the first three months, then we do some testing to see if they grasped the skills we want them to have, and then give them another section for the next three months. It is a large amount of information for them to know and can be really overwhelming in the beginning.

### FE&S: What inspires you?

**AP:** I have a very strong faith in God. When I find myself being called down a road and have a problem, that is where I go. When I get frustrated, I go there to reflect.