Craft Beer: Boom or Burst?

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What Does BCRFA Do For You?

*Highly regulated industries, such as ours, need strong and passionate representation to its various stakeholders.*

The challenge for an industry association is always to communicate its worthiness to its members (read shareholders). To that end, let me list those issues and items we tackle day-in and day-out to create the best possible operating environment for you to succeed.

We work in recognition of the challenges of our industry and small business. In our view, every single restaurant is a small business and faces the continuous challenges of increasing costs, over regulation, over inspection and incredible competition and changing tastes.

Over the last few years, on your behalf, we have tackled and mostly succeeded.

**OVER THE LAST FEW YEARS:**
1. HST back to GST
2. Modernizing of liquor laws
3. Stewardship of the anti-bullying regulation
4. Keeping Worksafe rates low
5. Live Smart program
6. Minimum wage (servers exemption)
7. Temporary Foreign Worker

**TODAY**
1. Organic Waste Ban in Metro Vancouver-finding solutions to keep operating costs the same or lower
2. Liquor modernization implementation
3. Reduction in red tape and regulation and increases cooperation between the Province and Municipalities
4. Temporary Foreign Worker and needed changes to the recently announced regulations
5. Media cheerleader for industry/issues and consumer confidence
6. Minimum wage representation with Government
7. Industry voice on issues related to shootings, tourism, sales, liquor policy etc.
8. Creating strong relationships at the Provincial and Municipal level
9. Keeping members informed
10. Providing complimentary advice on liquor relation, HR issues, licensing issues and general operating advice
11. Work with education and industry groups to ensure a longterm supply of talented labour for our industry long-term
12. Host the British Columbia Restaurant Hall of Fame to honour our industry
13. Represent our sector as a member of the BC Small Business Roundtable

We create solutions for BC Business as that is our focus. We work in alliance with other industry groups to ensure strength of voice.

It would be an honour for you to join in on our activities and be part of strengthening the industry.

For more information on the BC Restaurant & Foodservices Association, please contact us at 604-669-2239.

Sincerely,

*Ian Tostenson*
Craft Beer: Boom or Burst

NATE RAYMENT Co-Founder & Managing Director | Postmark Brewing

With the explosion of craft beer in British Columbia over the past few years there is one question that seems to be asked over and over again: “when is the bubble going to burst?”

By the end of 2014 there will be an estimated 85 craft breweries and brewpubs in BC with a large number of those located within the Vancouver/Lower Mainland area.

In the late 90’s North America hit what has been called “a craft beer bubble” and many smaller “mom and pop” breweries eventually had to shut their doors when that bubble burst. The public seemed to lose interest in the market and were opting for bigger, more mass-produced beers. It wasn’t until 2005 when the industry started a gradual upswing once again. Now with BC craft brewers increasing to approximately 20% of the market share, questions are being asked again. People are wondering where the peak is and how many more small breweries the market can support.

This year Portland’s craft beer market share will reach close to 50% and is still climbing. If you ask many craft beer enthusiasts from Vancouver they will tell you that we are almost 5 years behind Portland and the Oregon market.

So why won’t the B.C. bubble pop? Well, the world is a different place in 2014 and there are a few factors that will keep people drinking craft beer.

Technology has changed the market in a positive way and it keeps evolving. Even over the past 5 years with the surge of social media and new apps, the consumer now has access to every bit of information that they could possibly need when it comes to beer. Integration of sites like beeradvocate.com and taplister.com are helping the consumer stay in touch with what they are drinking, what they are enjoying, and why they are drinking it.

The general public today is becoming more and more educated on what they are putting into their bodies. Whether it be for health reasons or flavor reasons people care about what they are consuming and where it came from. The craft beer industry is based on using premium ingredients with no additives, and tends to be very vocal about what goes into their products.

By the end of 2014 there will be an estimated 85 craft breweries and brewpubs in BC with a large number of those located within the Vancouver/Lower Mainland area.

The steady popularity of local products and consumers seeking brands that are transparent about where their product comes from also remains a huge factor in the growth of the industry. People today like to eat local, drink local, and support local. This stems back to our desire to be educated about what we are consuming, and also to our desire to support our local community. These trends seem to have reached new levels and continue to rise.

The world is a far different place than in the late 90’s and the craft beer boom that is underway is not stopping in BC. Yes, there are a lot of breweries opening, and yes, there are a lot of new beers on the market, but the market still has a lot of room for growth.
BC Liquor Policy Review Update: Happy Hours or Not So Happy Hours?

By Bert Hick, Rising Tide Consultants Ltd.

There are significant opportunities for restaurants with the Liquor Policy Review recommendations, all of which have been endorsed by the government. The major recommendations implemented to-date include:

- Manufacturers can now sell their BC manufactured products at Farmers Markets
- Minors are permitted in liquor primaries (Pubs and Bars) up to 10pm
- Site-wide licensing is now permitted for festivals and music concerts
- Licensees have the ability to transfer small quantities of liquor between their establishments up to $10,000 per year (i.e. White Spot can now transfer liquor from one store to another if they run out)
- Guests can carry their own drinks between adjoining licensed establishments (i.e. from the pub to the restaurant)
- Licensees can store liquor in secure, off-site locations
- Spirit-based drinks are permitted at special occasion licensed events
- Stadium venues are now permitted to have Hawking throughout the entire venue
- Spirit-based products can now be sold in the general seating area of stadiums
- Happy Hours are now permitted provided that minimum drink prices are followed.

The implementation of happy hours and associated minimum drink prices has not gone smoothly. The Happy Hour policy allows a licensee to change drink prices at any time during the day with no time limit set. This creates Happy Days rather than Happy Hours!

Since the initial announcement on minimum drink prices, the government has made several changes to reduce the minimum drink prices.

Another very significant policy change for restaurants is that their patrons no longer have to feel obligated to order food in order to have a drink, as long as food remains the main focus of business. Up to now it has been standard practice for licensees to have a designated restaurant lounge area (usually around the liquor service bar) where patrons can just drink with no food required. The new policy essentially makes this designated area obsolete.

Two significant policy changes the Liquor Branch is working on are:

- Recommendation #37 to allow restaurants to transition away from food service during later hours (i.e. after 9:00 PM) and become more of a nightclub. How the government will roll this out is yet to be determined. Local governments will have lots to say on this recommendation!
- Recommendation #35, states, “The LCLB should clarify and modernize regulations with respect to food primary operations including lounge and kitchen requirements. This recommendation is very vague and there is nothing in the rest of the report that gives context to what the recommendation means. Stay tuned!

The last two quarters of 2014 and into 2015 are sure to be interesting! Given the competing interests of various stakeholders within the industry, government would be wise to engage the industry in meaningful consultation to ensure there’s a smooth roll out of the remaining recommendations.
Wine Trends to Licensees

British Columbia is unique in how we do things, including what wine we drink so here are latest top red and white wine sales from the Liquor Distribution Branch.

LATEST WINE TRENDS FOR BC
(BC Liquor Distribution Branch)

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<tr>
<th>Top Red Wines</th>
<th>Top White Wines</th>
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<tr>
<td>1. Copper Moon – Shiraz</td>
<td>1. Naked Grape – Pinot Grigio</td>
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<td>3. Yellow Tail – Shiraz</td>
<td>3. Domanie D’or – White</td>
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<td>5. Jackson Triggs Proprietor’s Selection – Merlot</td>
<td>5. Sawmill Creek – White</td>
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<tr>
<td>7. Naked Grape – Shiraz</td>
<td>7. Copper Moon – Pinot Grigio</td>
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<td>8. Peller Estates – Proprietors Reserve Cabernet Merlot</td>
<td>8. Sawmill Creek – Chardonnay</td>
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<td>10. Domane D’or – Red</td>
<td>10. Sawmill Creek – Sauvignon Blanc</td>
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Wine Trends to Licensees

Limited tickets ($199) are on sale now.
Table of 10, 11 and 12 are available.
For more information and to purchase tickets, visit www.bcrhof.com

Congratulations to the 2014 BC Restaurant Hall of Fame Inductees!

The BC Restaurant Hall of Fame recognizes individuals and businesses who have shown exemplary service to the industry.
This year is no less, and another group of amazing individuals will be inducted into the 10th BC Restaurant Hall of Fame.

The Active Restaurateur Award
Celebrates the exceptional restaurateur who is currently active in the BC restaurant industry
Daniel Frankel, The Daniel Group • Gord Martin, Bin 941 & Go Fish • Greg Hays & Silvia Marcelini, Café Brio • Scott Morrison, Bovens Socialhouse

The Industry Award
An individual (retired, deceased or active) who is or has been a chef, server, manager, executive, or bartender and who has demonstrated exceptional professionalism working in the restaurant industry. These individuals will be recognized for making their restaurant a special experience for customers.
Back of House, Jeff Van Geest, Miradoro at Tinhorn Creek & Takeahni Ito, AURA Restaurant at the Inn at Laurel Point Hotel.
Front of House, Mike Bernard, Vij’s & Rangoli Grill

Friend of the Industry Award
An individual (supplier, media, or politician) who has consistently supported BC’s restaurant industry
Christine Blackwood, Blackwood Career Apparel • Essentials
John Schreiner, Freelance Writer • Frank Geier, Gordon Food Services

Coffee Award
Recognizing an individual/individuals who have excelled in building BC’s coffee industry
Vince Piccolo, 49th Parallel

Presenting Sponsor

Sponsors
Businesses using music “Licensed to Play” with SOCAN program

Author: Vic Gailiunas, Industry Relations Executive, Licensing, Vancouver

Imagine a restaurant or bar that actually chooses not to play music. Now you’ll have to imagine that same bar or restaurant with a lot less customers. That’s how important music can be in drawing consumers in to any type of business… and keeping them there.

Research shows that approximately 75 percent of Canadian business owners confirm that playing music is important to their customers’ overall experience, and more than half of them know that the music they play gives their business an advantage.

More than 30,000 SOCAN licensed bars and restaurants – and various other retail establishments across Canada – are demonstrating their support for songwriters and music publishers by displaying SOCAN’s “Licensed to Play” sticker on the window or door of their establishment.

“For too long, we’ve seen our music users and our music creators as two separate entities,” says Jennifer Brown, SOCAN’s Vice President of Licensing. “Both need each other, and the Licensed to Play program – especially the window sticker – is a fun way to unite them. By displaying the Licensed to Play sticker proudly, businesses affirm that they are putting music to work ethically and legally.”

SOCAN encourages all the businesses that have a music license to show their support for music creators by displaying the Licensed to Play graphic on the door and window of their establishment.

By keeping up-to-date with a license to play music, businesses help to ensure that Canada’s songwriters, composers and music publishers are fairly compensated for their hard work and extraordinary talent.

To learn more and become Licensed to Play, visit socan.ca. Interested in hearing more from us? Visit socanmagazine.ca for news and updates about SOCAN licensees, members and the music industry.

Be sure to “Like us” on Facebook and follow us on Twitter (@SOCANmusic).

Music builds business.

Get Licensed to Play so you can legally and ethically play all the music your customers want to hear, while supporting music creators at the same time.

To learn more, contact SOCAN today at 1.866.944.6223 or visit socan.ca.

Get Licensed to Play today!

SOCANmusic

SOCANmusic

SOCANmusic
SEE HOW THIS RESTAURANT IS SERVING UP BIG ENERGY SAVINGS!

With help from BC Hydro, LiveSmart BC Business Energy Advisors, and industry experts, The Pear Tree Restaurant recently completed energy-efficient upgrades including: demand ventilation controls for their exhaust hood and LEDs and motion sensors for the washrooms and walk-in cooler.

These changes lowered their total energy consumption by 18.5%, making them the winner of this year’s Power Smart Small Business Energy Challenge. They’re also estimated to save $950 a year in energy costs. Contact us today to find out how you can take advantage of financial incentives and industry help to complete your own energy-efficient project.

SAVE POWER. SAVE MONEY.
For more information, visit bchydro.com/pip or call the Power Smart Business helpdesk at 1 866 522 4713.
Commercial kitchens can save money with smart exhaust hoods

If you’ve got grills, ovens, and fryers in your business, ventilation is where much of your electricity goes. And according to Green Hotelier, up to 60 per cent of that energy might be wasted. Many commercial kitchens run ventilation fans at top speed, around the clock, whether or not there’s anything in the air that needs to be removed.

Because the speed of ventilation fans is directly related to the amount of electricity needed, lowering the speed of the fan reduces energy use. Multi-speed motors can help, but they require cooks to make manual adjustments, which they sometimes can’t or often won’t do.

Real energy savings come from “smart” exhaust hoods, says BC Hydro Power Smart expert Greg Morandini.

“Variable speed drives control the speed of the fan, which is a big step forward,” he says, “but what you want to be able to do is control the fan speed depending on what you’re cooking, and how.”

Exhaust hoods remove from kitchens what Morandini calls “the emissions of cooking”: heat, vapours, and particles (including grease). The challenge is that under ventilating can lead to excessively warm temperatures and even a build-up of smoke and grease. But Morandini says that over ventilating causes other problems.

“Because the speed of ventilation fans is directly related to the amount of electricity needed, lowering the speed of the fan reduces energy use.”

“Pulling more air than necessary out of the kitchen means that you need to bring more ‘make-up air’ in,” he says. That results in additional demand on other heating, ventilation, and air conditioning (HVAC) units that together make up your business’s entire air system.

Over ventilating also impacts the cooking process, which can lead to higher energy costs to run your grills and fryers, and can even result in improperly cooked food.

When it comes to exhaust hoods, Morandini says the best situation is to only use what you need, when you need it.

Enter the smart exhaust hood, which automatically adjusts fan speeds depending on the amount of ventilation required. Thermostats built into the hood can determine if the temperature coming off the cooking surface rises, and increases fan speeds to compensate.

Fan speeds also increase when an infrared sensor detects an elevation in steam and emissions. When temperatures and vapours have dissipated, the fans automatically slow down.

Cooks and other kitchen staff can temporarily override the automated system, and if the processor detects an operational problem, it sends out its own service request.

The technology can be retrofitted to existing exhaust hoods, and a single processor can be used to control multiple hoods.

The most noticeable benefit of installing automatic controls to run exhaust hood fans will be in the comfort of staff and patrons.
With fans only spinning when they need to, noise levels in the kitchen will come down. And drafts that can be created when air needs to flow into the kitchen to compensate for the air being sucked out by the exhaust hoods will be reduced. Maintaining a constant and consistent temperature in your business will be easier.

You’ll also save on energy costs because you’ll be using less electricity to run the fans, and also because you might need to use less cooking fuel, whether electricity or gas. The life of your kitchen equipment could also be extended.

Don’t discount the impact on safety, either. In the event of a grease fire, for example, having exhaust hood fans running at high speed can actually make the fire worse by fanning the flames. “Automatic controls help mitigate the risk of out-of-control fires, in conjunction with your kitchen’s fire suppression system,” says Morandini.

Exhaust hoods for commercial kitchens are eligible for BC Hydro’s Power Smart Express program. Morandini explains that the program is designed to reduce the time it takes for customers to earn back the cost of the investment in new technologies.

Depending on the size — by horsepower — of the exhaust hood, the rebate is currently $1,300, $4,300, or $8,600, but the overall savings in energy and billing will depend on your business’s unique context.

Larger kitchens that use more energy, and kitchens that have a more variable menu, will see bigger benefits.

Small kitchens that are only making a few meals at a time may not get sufficient benefit from an automatic exhaust hood.

Likewise, fast-food restaurants that tend to be cooking the same kind of food regularly throughout the day can likely maintain a constant fan speed, so automation may not be worth the cost.

And while retrofits on existing exhaust hoods are also possible, Morandini suggests that you consider engaging a kitchen specialist or engineering consultant first.

“They can help you identify other savings opportunities,” he says. “Undertaking other efficiency projects at the same time can save you even more.”
Payment and Loyalty Apps. Take them seriously.

As a restaurant owner or operator you have a constant barrage of issues on your plate: labor shortages, new organic waste laws, food cost increases, and that “new concept” across the street adding yet another dining out option to an overcrowded menu of consumer choices. You do a good job of managing a small advertising budget, running a good operation and making sure job one is satisfying your guests, especially your loyal customers. Life is very busy, work is tough and disruptions are frequent.

Welcome to the mother of all disruptions: The smartphone. 63% of the Metro Vancouver population owns a smartphone. According to recent surveys, a staggering 93% of Metro Vancouver club and restaurant patrons own a smartphone. These are devices that singularly have more computing power than all the systems on the Space Shuttle combined. And never in the history of modern civilization has the consumer been so intimately attached to any product. Thank-you Steve Jobs.

Other than iTunes who has millions of users who have linked a credit card to their account on their phone, tablet or laptop to make purchases, it is Starbucks in the food and hospitality space that has embraced the power of marketing and mobile payments with the “Starbucks App.” Howard Schultz, Starbucks CEO has stated that the Starbucks App has, “latched onto the chains loyal customer base”. Currently, depending on location an average of 12-18% of transactions are with the Starbucks App. However, those transactions drive an estimated 35-45% of system sales.

Earlier this year Restaurant News released some insightful data as to why restaurants need to consider smartphone-based loyalty Apps as part of their marketing mix:

- Loyalty App customers visit 2-3 more times than a non-loyalty customer in a full service environment and up to 20 times more often for QSR or coffee shops
- 82% of loyalty App members referred at least one person to their program and just over half referred 5 or more friends to the program

In light of these statistics it is no surprise that in the USA next year 4 out of 10 restaurants claim to be launching an App-based consumer loyalty and/or payments program.

The BCRFA has recognized the need to assist their membership as to how smartphone loyalty and payment apps can positively impact their business. To that end, PayWith, a Vancouver based mobile payment and rewards company and the organization for which this writer is employed as Chief Marketing Officer, has been engaged to conduct a series of free information seminars over the next 6 months designed for the food and hospitality industry. PayWith is also working with the BCRFA to introduce a number of industry-wide initiatives designed to raise the level of awareness and engagement of mobile payments and loyalty Apps across the industry for owner/operators and employees. Look for more news soon about these initiatives from the BCRFA.

Author: Rob Whittle is past National President of DDB Advertising; the most awarded Canadian Advertising Agency. Rob is a past Director of the Advertising Association of Canada, a past Director of the Vancouver Board of Trade, The United Way and The Vancouver Police Foundation. Rob is the Chief Marketing Officer at PayWith Worldwide Vancouver.
Understanding Your Commercial Refrigerator.

Commercial refrigeration/freezer units are the heart of every food business. They are a dynamic and complex ecosystem with many moving parts and players. A healthy refrigeration unit requires balance, control, and a proper maintenance schedule in order to ensure optimal restaurant success with the safest and best quality products.

Just like regular maintenance on your car keeps it running at peak performance, it can also increase the life and efficiency of your commercial refrigeration unit, saving you money by preventing costly repairs and by reducing your energy bill. Keeping these systems properly maintained also means substantial cost savings, energy reduction, greater food safety and of course better quality products. So, what’s really going on inside that commercial refrigerator and what can be done to maintain the most cost effective, efficient and safe environment?

Food Gases: Imagine a large crowd of people at a music festival. There are people of all shapes, smells, sizes, and backgrounds moving to the groove of their favourite bands. This is basically what is happening inside your cooler, minus the good music. An abundance of gases (ethylene gas, nitrogen gas, ammonia, hydrogen sulfide, carbon dioxide and water vapor) released from your fruits, vegetables and proteins dance around the air in search of a place to settle. As they circulate through the cooler, this contributes to cross contamination, food odours and tainted ingredients. As the expression goes, “one bad apple spoils the bunch.” By keeping aromatic foods sealed and separate from sensitive or absorbent food this can help to reduce cross contamination by food odours.

Moisture: Moisture spread through the air can settle as beads on the surfaces of your food. This contributes to food spoilage and the growth of bacteria. In addition, moisture in the air means your cooler has to work harder in order to maintain the proper safe temperature range and to avoid dangerous temperature spikes. Removing moisture from the environment goes along way at reducing operating costs, extending food shelf life, and improving the safety and quality of ingredients. Ensuring proper air circulation is an important step to reducing moisture. By not overfilling your cooler, you can improve the airflow and decrease moisture in the atmosphere.

Temperature and Sanitization: Take the first step to keeping your unit healthy by keeping all the mechanical parts clean. Sanitation of refrigeration units involves more than keeping the outside surfaces sparkling clean. Cleaning the inner workings of the refrigeration unit is even more important. If proper sanitation and temperatures are not maintained, microorganisms can grow, affecting the safety and quality of the food products sold. Work with your staff to develop protocols for your cooler. Purchase strip curtains for walk-ins to minimize the amount of hot air entering the cooler. Keeping a record of your cooler temperatures throughout the day is essential. Simple habits such as turning off the lights when exiting the cooler reduces energy consumption and decreases the operating cost.

Experience the Savings with RD Fresh

RD FRESH Natural Refrigeration Dehumidifiers
Improve your cooler environment and efficiency by capturing and eliminating moisture and food odours from the air.

- Financial and energy savings,
- Foods taste fresher
- Ingredients last up to 50% longer
- No distasteful cooler odours.

DISCOVER RD FRESH with a 30-day risk free trial.

Visit www.ethicalplanet.ca/rdfresh/bcrfa or call Ernest Moniz at 1-866-824-8865

See us @ THE CONNECT SHOW
Corner Booth #513
How customer self-ordering can help restaurants address the labour shortage

Datis Mohsenipour, Marketing Campaign Specialist, Vivonet

In June 2014, the Canadian Federal Government modified the Temporary Foreign Workers Program, which made the challenge of finding quality staff even more difficult for restaurants. Since the program change, many restaurants have been forced to search for scarce local candidates. To manage this challenge, restaurateurs are now looking for new ways to adapt to the sparse labour market while continuing to meet guest expectations.

Some of these restaurateurs are finding that picking the right POS technology can make all the difference. The traditional POS terminal helps increase automation but still requires an employee to run, which is difficult to find during the labour shortage and can cost restaurants $25,000 - $30,000 a year. Some chains and independent restaurants are taking advantage of the decreasing cost of tablets and the increase in consumers’ comfort with the technology. The Applebee’s chain is a great example of the increasing adoption of customer self-ordering systems. Applebee’s recently announced that they will be rolling out 100,000 table-top customer self-ordering tablets that will allow customers to browse nutritional information and the web, enter their own orders, play games, and even pay their bill. The results are higher average cheques, reduced labour costs and increased table turns. It’s an impressive business case that the entire industry can benefit from.

In the QSR segment, customer self-ordering products are growing in popularity as restaurants look to improve and enhance the guest experience with less staff. The emergence of self-ordering technology means that restaurants can maintain or improve the guest experience, while using technology to reduce labour costs and offset the labour shortage.

Self-ordering technology can also help restaurants increase margins. With self-ordering, restaurants that can’t keep up to a lunch or dinner rush no longer have to worry about the costs of adding another POS station and the staff to run it. They can simply add a self-ordering product for a small fraction of what it costs to operate a traditional POS station, allowing them to seamlessly absorb peak or burst volumes.

In the restaurant industry, it is no secret that high quality and efficient service makes or breaks the likelihood that a customer will return – even trumping food quality in many cases. Customer self-ordering products enable staff to allocate more time towards order fulfillment and guest experience instead of order entry.

Self-ordering is also a unique opportunity to add digital interactive elements to the customer experience; restaurants can add any branded content that is available on the web through mediums like videos, video games, online surveys or online award programs. This is a great opportunity for restaurateurs to facilitate brand awareness and increase customer loyalty.

Some chains and independent restaurants are taking advantage of the decreasing cost of tablets and the increase in consumers’ comfort with the technology.
On January 1, 2015, Metro Vancouver (comprising of 21 municipalities, one electoral area and one treaty First Nation) will be implementing a ban on the disposal of organic waste. The BCRFA has worked tirelessly to make Metro Vancouver understand that this bylaw would change the way businesses, like you, would operate and affect your costs and labour.

The BCRFA is partnering with North West Waste Solutions in order to reduce your costs, and provide you with seamless efficiencies. North West Waste Solutions will come to your place of business and provide you with a free assessment of your needs.

*BCRFA members will receive a discount with North West Waste Solutions, who guarantees long-term savings for your business. Becoming a BCRFA member is easy and as convenient as $27/month.*

If you have any questions regarding the organic waste ban and how we can set up your free assessment as soon as possible, or how to become a BCRFA member, please feel free to contact the BCRFA at 604-669-2239.
Final respects to the King of The Keg

More than 1000 guests paid their final respects to the King of The Keg, the late George Tidball, at the Thunderbird Equestrian Centre in Langley. George was the far-seeing business tycoon who brought McDonald’s to Richmond in 1967, created the Keg and Cleaver Restaurant chain in 1971 and a fellow who was never without his black Stetson. He was a rootin’ tootin’ real life cowboy and as popular with men as he was with the ladies. When he was born, his mother thought that he was so pretty, she named him Rosebud which was changed to Bud during his school years and back to George when he married his dynamic business partner/wife Dianne. They had four children and were married for 62 years, though Dianne was in a care home for the past few years. The item is that just before George’s memorial began, Dianne passed away. A true love story culminating in their being together again, buried at the family home in Naramata...

More than 1000 guests paid their final respects to the King of The Keg, the late George Tidball.

Cactus Club Cafes’ Newest Restaurant

It was just one year ago that Cactus Club Cafes’ Richard Jaffray and his team launched their newest Cactus Club on the fringe of Coal Harbour. It was his 23rd opening in 25 years. The setting is remarkable, spacious and airy and offers spectacular views of the busy harbour and the North Shore mountains while the menu has a universal appeal of fresh and local produce.

We dined there last week and couldn’t believe the crowd of ravenous diners waiting in line. There’s such a happy atmosphere that adds to your evening’s enjoyment, contributed significantly by the fantastic charm and energy of their Service Director Sebastien Le Goff. Thoroughly enjoyed their mouth-watering Chicken Rice Bowl and the Bengal Chicken Curry along with two yummy and colourful Bellinis. We weren’t driving...

The new Trattoria Italian Kitchen

The Glowbal Group of Restaurants has made a successful foray across the water and into the Village in Park Royal South with their new Trattoria Italian Kitchen. Their opening brought out a host of notable foodies along with CKNW traffic gal, newlywed Jennifer Thompson and her groom, good-looking Mike Cooper, who had just returned from their wedding in Las Vegas in time for the fun opening while top PR. Laura Serena was about to be married the next day. It was a very festive occasion in the sunshine on Trattoria’s beautiful rooftop patio hosted by the beaming Emad Yacoub and his stunning wife, Shannon Bosa Yacoub. Pasta and pizza predominate while Truffled Spaghetti with Trattoria’s signature meatballs is a crowd favourite... Get there early as they don’t take reservations...
West Coast Geoduck creation by Aura

The ubiquitous Geoduck clam has brought added attention to the multiple talents of Takashi Ito, Aura’s Executive Chef at the Inn at Laurel Point in Victoria. Foodies were so intrigued by the unique and very large clam that Maclean’s Magazine recently devoted an entire page to the history and cooking (or not) techniques of this tasty and delicate marine creature that is native to our West Coast and what Tak has done with it. Chef Takashi has created several different taste treats including his Crispy Clam Bake, King Clam Poke along with a raw tasting menu. I recall back in the late 70’s when businessman Ed Keate owned the Town Pump in Gastown. One of his best-selling items on the menu was the Gooeyduck Steak for $5.95. It now sells for $50 a kilo...We salivated over Tak’s Fish and Chips...

Old House Village Hotel and Spa Kitchen

Still on the Island, we overnighted recently at the Old House Village Hotel and Spa in Courtney, where Jill Rushton is the genial General Manager. The Old House is so quaint and charming with its welcoming ambience, splashing fountains, large outdoor heated swimming pool, beautifully manicured grounds and the newly renovated Locals Restaurant, formerly The Old House Restaurant. Thanks to the determination, dedication and financial resources of owners Tricia and Chef Ronald St. Pierre, the newly upgraded dining gem opened a couple of months ago to the delight of both the Island residents and visiting tourists. The reason for the name Locals is because all their fresh produce, meats, fish, herbs and wines are produced locally. It’s become so popular that reservations are a must...

Upcoming Local Events...

This month is the much-anticipated opening of the Sutton Place Hotel’s new 290-seat Boulevard Kitchen and Oyster Bar with the former Executive Chef of Beverley Hills’ Polo Lounge, Alex Chen, as the New Chef in Town while the Director of Operations will be Steve Edwards...

John Blakely will launch his new restaurant The Left Bank next week...

Hawksworth’s David Hawksworth will be one of the headliners at Silver Star’s annual Wine and Food Festival...

There’s a new Chef at the Stanley Park Pavillion restaurant just in time for the summertime rush. Nicholas Lim will be hovering over the hot stoves...

And be sure to put Brent Davies’ venerable Teahouse at Ferguson Point in Stanley Park on your Bucket List. Brent, one of the most successful and most low-profile restaurateur in the Western Hemisphere, has operated this priceless jewel for the past 36 years. The superb cuisine, the exceptional service and the tranquil views are not to be missed...
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Chase Paymentech has a payment processing solution that’s right for your restaurant.

With us, you’ll be able to accept payments where your customers are:
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- On the patio
- At their door

Better yet, as a BCRFA member
you are eligible for preferred pricing1.

We can help you get the best payment solution for your business at the right price.
Call the BCRFA today at 1.778.669.2239

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<table>
<thead>
<tr>
<th>Credit Card Merchant Discount Rate on Qualified Transactions (MDR)**</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>VISA</strong></td>
</tr>
<tr>
<td>1.59%</td>
</tr>
<tr>
<td><strong>MasterCard</strong></td>
</tr>
<tr>
<td>1.62%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Non-Qualified Transaction Processing Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.40%</td>
</tr>
</tbody>
</table>

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chasepaymentech.ca

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1. Certain terms and conditions apply. Must be a BCRFA member in good standing. Members who wish to obtain payment processing services from Chase Paymentech must submit an application, which is subject to Chase Paymentech’s standard approval policies and procedures, including without limitation credit approval, and enter into a Merchant Agreement with Chase Paymentech. “Other fees apply to all transactions, including Visa and MasterCard assessment fees, details of which will be set out in your Merchant Agreement. These rates are subject to change if Visa and MasterCard impose any changes. ** Merchant Discount Rate (“MDR”) applies to Visa and MasterCard transactions that qualify at the Visa and MasterCard Domestic Consumer Electronic Interchange Level (“Qualified Transactions”) only. For all other Visa and MasterCard transactions (“Non-Qualified Transactions”), you will be charged the MDR, the difference in interchange (if interchange is higher) for processing the Non-Qualified Transaction and the Non-Qualified Transaction Processing Fee. TM Trademark of Chase Paymentech Solutions, LLC. Chase Paymentech Solutions authorized user. ©2014 Chase Paymentech Solutions. All rights reserved.