

FCSI Conference, March 18-20, 2010



Schedule of Events

Friday, March 19, 2010

7:00 a.m. – 5:00 p.m.	Registration Desk Open Nicollet Alcove, First Floor
7:30 p.m. – 8:30 p.m.	Table Service Breakfast Nicollet A-C, First Floor
8:30 a.m. – 9:00 a.m.	Opening Remarks Steve Carlson, FCSI, Conference Chair, Robert Rippe and Associates, Inc.
9:00 a.m. – 10:30 a.m.	Opening General Session: This is Not Your Father's Foodservice Industry (1.5 CEU's) Nicollet A-C, First Floor Presenter: Doug Fryett, President, Fryett Consulting Group We all have heard that saying, “the only constant is change” but unfortunately do we have the willingness to make those necessary changes and more importantly, understand what those changes are that we really need to make!? Are we stuck in a state of mental and organizational inertia that “limits” our ability to respond to the new realities of our industry? The food service industry has gone through, and continues to go through massive change – and change across all segments of the industry. But has the consulting world adapted to the larger industry dynamics in a way that will garner them a permanent and secure history within the food service industry? This session will probe the answers to such questions – and prompt answers.
10:30 a.m. – 10:45 a.m.	Morning Coffee Break Nicollet Promenade, First Floor

Concurrent Sessions
10:45 a.m. – 12:15 p.m.

**Mobile Solutions for FOH/BOH
(1.5 CEU's)**

Nicollet D1, First Floor

Presenter: Thomas Moore, Director, Retail & Hospitality,
Motorola Enterprise Mobility Solutions

This session will focus on current and emerging mobile solutions for the hospitality industry that effect both the front and back of the house. More than ever before, hospitality retailers need to continue to differentiate themselves in the market. These mobile solutions are driven by the need for customers in the hospitality segment to enhance the guest experience and increase operational efficiencies to grow top line revenue and reduce costs. We will discuss the key challenges and a range of mobile solutions for restaurants, hotels, sports and entertainment and touch upon some key ROI metrics with these solutions.

**Commercial Kitchen Ventilation - The Design Challenge!
(1.5 CEU's)**

Nicollet D2, First Floor

Presenter:
Don Fisher, President, Fisher Nickel Incorporated

Referencing the FCSI Kitchen Ventilation System “Best Practice” White Paper, this presentation will take a global look at the factors affecting the performance of commercial kitchen ventilation (CKV) systems. The makeup air side of the equation will be hit head on. Mechanical engineers often believe that supplying un-tempered makeup air will result in a more energy efficient system. But introducing un-tempered air conflicts with a comfortable kitchen environment and “sustainable” design goals. This session will add new tools to your CKV design toolbox, providing guidelines for specifying air volumes for all styles of hoods (including display cooking); illustrating why short cycle/internally compensating hoods don't work; shedding light on grease capture efficiency ratings; discussing on-demand ventilation systems; and providing language that the consultant can use to ensure client satisfaction through performance testing during commissioning.

<p>Concurrent Sessions 10:45 a.m. – 12:15 p.m.</p>	<p>Conflict Resolution: Disaster or Opportunity? (1.5 CEU's) Nicollet D3, First Floor</p> <p>Presenter: Rudy Miick, FCSI, Miick & Associates</p> <p>Participants will learn pragmatic steps and communication tools that support respect, connection and understanding as one moves into and through conflict successfully. The positive by-products resulting from successful resolution of conflict are many: increased understanding, improved relationship and team cohesion and enriched self-knowledge. Unresolved, results can be damaging and wasteful. Tools shared and lessons learned will support your skill development in both internal and external negotiations and conflict resolution.</p>
<p>12:30 p.m. - 2:00 p.m.</p>	<p>Innovation Showcase and Fuel Box Lunch (1.5 CEU's) Nicollet A-C, First Floor</p> <p>The FCSI Educational Foundation is designed to recognize manufacturers whose commitment to research and development has resulted in a truly innovative product that is a clear leap forward for the foodservice industry.</p> <p>All FCSI Allied Members are eligible for participation. Products submitted for consideration will be reviewed by a distinguished panel of FCSI Fellows, and ten will be selected for inclusion in the Showcase. Those products will be displayed in a dedicated space where consultant members will have the opportunity to examine the entries and obtain detailed information about them from the manufacturers' representatives.</p> <p>The Showcase will be open all day on Friday, March 19, including a dedicated 90 minute box lunch in the same room as the showcase. This will provide the perfect opportunity for manufacturers to introduce their product to Consultant Members who, after evaluating all ten entries, will cast a ballot for the most innovative product. The product receiving the most votes will be recognized as the FCSI Product of the Year and featured in a future issue of The Consultant magazine.</p>

<p>Concurrent Sessions 2:00 p.m. – 3:00 pm</p>	<p>Emerging Trends in Food Waste Management (1 CEU) Nicollet D1, First Floor</p> <p>Presenter: Andrew Shakman, President & CEO, LeanPath, Inc.</p> <p>Andrew Shakman will explore the latest trends and developments in food waste management, including emerging best practices for both low-waste operations and waste management equipment. He will address waste management strategies across a hierarchy of potential solutions, including source reduction, design, re-use, recycling/composting, and improved disposal options.</p> <p>Creating a Culture of ServPoints: Taking the Customer's Pulse (1 CEU) Nicollet D2, First Floor</p> <p>Presenters: William Bender FCSI, Principal, W.H. Bender & Associates Mark Netsch, President and CEO, PerformanceScope, Inc.</p> <p>Teach operators how to implement a powerful ServPoints Sequence of Service that consistently delivers their brand. Design Unique Experience Propositions that create loyal guests and grow sales. Train operator's how to design and use new tools for optimum service delivery. Service Performance Benchmarks (metrics) are measured using the Guest Index System that connects with the pulse of guests. If clients cannot measure, they cannot manage. Guest Index provides operators immediate guest feedback on their experience. Measure client implementation success and service execution by providing seamless performance results to your clients.</p>
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<p>Concurrent Sessions 2:00 p.m. – 3:00 pm</p>	<p>There is a Better Way - Integrating AutoQuotes and KCL (1 CEU) Nicollet D3, First Floor</p> <p>Presenters: Kevin Kochman, Vice President, Kochman Consultants Ltd. (KCL) David Greene, Director of Marketing and Business, Auto Quotes Inc.</p> <p>Are you doing your designs in AutoCAD®, your budget estimates in Excel®, and your specifications in Word®? Are you using your own symbol library and printed price lists and catalogs? With The KCL CADalog and AutoQuotes, you can save tremendous amounts of time by using The KCL CADalog as the symbol library for your designs and then using that design file to automatically build your budget estimate using AutoQuotes (and even get a jump-start on writing the specifications). Prefer to do the budget estimate first and then the layout and design? Notable amounts of time are also spared by using AutoQuotes to create your budget estimate and then using that estimate file to automatically create a collection of symbols for the design using The KCL CADalog (and even create the utility schedule). Come to this session and learn how!</p>
<p>3:00 p.m. – 3:30 p.m.</p>	<p>Afternoon Coffee Break Nicollet Promenade, First Floor</p>
<p>Concurrent Sessions 3:30 p.m. – 4:30 p.m.</p>	<p>MAS: Get Smart About Design! (1 CEU) Nicollet D1, First Floor</p> <p>Presenter: Terry Pellegrino, Principal, Robert Rippe & Associates, Inc. Joyce Fasano FCSI, Principal, The Cornyn Fasano Group</p> <p>Management consultants, are you wondering how the design consultant came up with the layout you now see? Are you curious why it is so difficult to change what is on the drawings your client shared with you? This session will take the mystery out of the design process. Using a case study from Auburn University, Joyce Fasano of The Cornyn Fasano Group and Terry Pellegrino of Robert Rippe and Associates will walk attendees through the various phases of the programming, design and construction process while introducing the myriad of individuals involved along the way.</p>

<p>Concurrent Sessions 3:30 p.m. – 4:30 p.m.</p>	<p>LEED in Action: How to Include Appliance Energy Savings in a LEED Project (1 CEU) Nicollet D2, First Floor</p> <p>Presenter: Richard Young, Director of Education, Food Service Technology Center</p> <p>The USGBC’s Leadership in Energy and Environmental Design (LEED) program is being applied to buildings that include food service, challenging food service designers to contribute to the points needed to certify a LEED project. It is possible to impact the point count under the LEED energy and water credits by specifying efficient appliances as part of the kitchen design. This session will illustrate how appliance energy and water use is addressed by the LEED criteria, where to get specific information on efficient appliances, and how to calculate savings using the baselines published in the LEED for Retail criteria. The session will utilize the online energy calculators located on the Food Service Technology Center’s website (www.fishnick.com). Attendees can bring a laptop and follow the calculations.</p> <p>Enhancing the ICON Tool Belt: Seasoned Members Share Their Expertise (1 CEU) Nicollet D3, First Floor</p> <p>Moderator: Tom Costello, FFCSI (PP), Director of Hospitality Management, University of San Francisco</p> <p>Presenters: William V. Eaton, FFCSI (PP), Past President/Principal, Cini-Little International, Inc. Robert J. Geile, Director of Consultant Services, Hobart-Traulsen Peg Rodger, FCSI, RD, Principal, Envision Strategies</p> <p>Join us as this well-rounded panel of professionals share their “story” and knowledge with the newest members of our profession. This session involves one member from each of the following disciplines: Design, MAS and Manufacturing. Each panelist will share a highlight of their career as an FCSI member, a funny story or “learning opportunity” they have encountered and finally impart to our new members one (or more) piece of advice as they begin their careers. Each speaker will give a brief presentation and the panel will be open to questions from the audience.</p>
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4:30 p.m. – 12 Midnight	After Hours Lounge Regency Room, Second Floor
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