



The J.G. Newsletter

60th Edition- Volume 9, September 2010

“THE MILLENNIAL GENERATION:” (Also referred to as Echo Boomers) Holly Wagner gave me an article entitled “They’re young, motivated, mobile, and ready to spend money,” by Jordon Meinick. They are coming on strong with 92 million in numbers making them the largest generation in the country and they aren’t the grin-and-bear-it-type. Call it intense, demanding or maybe a bit spoiled. I recommend reading this article to any aggressive business owner. Born approx. 1980-1995, they matured in households where parents emphasized achievement. They in turn are driven but often stressed out. There’s a lot to read on this subject. I recommend doing so as your future may depend upon them.

As they say down south “I have had some mighty fine meals” and service in local restaurants this past month. Like the evening we visited Rillo’s Italian Restaurant in Carlisle where the generous portions are accompanied by excellent service. We were fortunate to have owner Jeff Goss visit our table. When complimented about the service, Jeff replied that he must give much of credit to his daughter, Ashley, for her assisting in the management of their three restaurants. Abby was our excellent waitress on the evening we visited.----Another gourmet meal was to celebrate a friend’s ninetieth birthday at the West Shore Country Club. The surf and turf was “top drawer” as was the dessert. All of this food was professionally served.----An impressive lunch was at the Eagle’s Nest in York. Cathy, the hostess, saved a window seat for my brother Donald and I. The food presentation was attractive accompanied by efficient service. Owner Hristos Kopanish is opening the Keystone Restaurant at Cross Keys in September, another nice restaurant.----A fantastic lunch was at the Symposium Restaurant in Centerville, owned by Ruth and Nick Grigoriades. Ruth personally waited on Nathan and Zachary Gross, our grandsons. Chef Mark is the kitchen manager.----Harrisburg Country Club in its beautiful setting is another tasty luncheon I enjoyed with friends.-----A friend shared they enjoyed a wedding ceremony at nearby Felicita. Recently, lady professional golfers did quite well on the beautiful golf course.

The Boiling Springs Tavern owned by Geoff Keith was another excellent dining experience with Jenny as our efficient server. Young men saw to it that our beverage glasses were always full of water. Mr. Keith visited our table to see that we were enjoying our dining visit. This restaurant is an example of what a good restaurant should be.----Ye Olde Ale House located on the Carlisle Pike West of Camp Hill is always dependable for excellent soups and sandwiches. The Jack Hench Family are the owners and staff.----The Appalachian Brewery Restaurant in Camp Hill is another local restaurant known for quality foods and service. Elisa was our efficient wait-staffer the day we enjoyed lunch. Artie Tafoya, head of operations for ABC Breweries visited with us the day we had lunch. (I do more than eat in restaurants; however I do enjoy visiting with the owners and staff members.)

“WHENEVER YOU SEE A SUCCESSFUL BUSINESS SOMEONE ONCE MADE A COURAGEOUS DECISION.” PETER DRUCKER

The City Line Diner, a new conversion of Our Daily Bread, located on Derry Street, in Harrisburg, where owner Tefa Ghattas joined Arlene and I for lunch on her birthday. The Wait-staff served a cake with a candle and sang Happy Birthday. A nice experience. Years ago Tefa migrated to this country from Egypt with only two hundred dollars in his pocket.----Later in the day Arlene and our family visited the Rockbass Grill where the excellent conclusion of a fine meal was a white layer cake provided by Don Carter. We didn’t lose any weight during Arlene’s birthday. My compliments for the progress of this fine restaurant.----Ross Morris, owner of the Piatto Italian Restaurant in Carlisle, has introduced a new menu including grilled pizza. Ross has applied for a full liquor license.----His long time assistant, Omar Taghi, has opened Argana’s Cuisine, a Moroccan Restaurant at 26 North Hanover Street in Carlisle.----Arlene and I visited the Gathering Place in Mount Joy where owners JoAnn and Jim Pinkerton have had an excellent Sunday buffet for twenty-four of their twenty-five years in business. This day they had “Pig’s Stomach” which is a favorite of my wife, Arlene. Their chef of the tasty foods is Curtis Lehman. The dessert table is huge. Jim Pinkerton’s hobby is bee keeping. ---Creedon Paulus of Paulus Farms was interviewed on TV recently about his experiences with bee hives. I use his honey with my cereal. Supposedly using local honey reduces allergy problems.

A new impressively designed coffee shop is the Café Harmony located in West Reading, designed and owned by Barbara Bodden. Her manager is Lindsey Morrison. They have a new method for coffee brewing. It’s manufactured by Bunn and called the Trifecta, it allows the operator to make single cups adjusting time, temperature and agitation.-

BEING BIG IS NO GOOD IF THE FOUNDATION IS WEAK. A GIANT WITH SKINNY LEGS IS AN INVITATION TO BE TRIPPED.” Peter J. Patsale

When traveling, I usually judge a restaurant by driving around the rear observing the trash area and how it is cared for. The next item is the front door glass. Is it clean? The restrooms are an example of the kitchen. Once inside please don't seat us prior to asking "where would you care to be seated?"----It has been reported that many of the small restaurants are discontinuing credit cards as a result of the costs.----NRA reported 5200 Restaurants nationwide closed last year.----1,508 restaurant licenses were issued in Pennsylvania so far this year. In the last 12 months nationwide 49,593. WOW!!

We lost a great lady when Viki Mallios passed away in late July. She was the wife of John Mallios and mother of Demetrious, Charlie and Nick. They owned the Deer Lodge Restaurant for 45 years. She was born in Neohorion, Greece. I shed a tear as she was my sincere friend. She always gave me a hug each time we met.

COFFEE LID BUSINESS: Last year, 14 Billion coffee lids were sold in the U.S. The lid business is valued at 180 million dollars. Solo Cup lids made their debut in 1986. An Australian company Smart Lid Systems has lids that change color when the coffee is palatable. Our beverage manager, Dave Meck, recently received a sample of a disposable cup with a French press built in. Very Innovative.

“LEARNING IS MOST NOBLE WHEN USED TO BENEFIT OTHERS.”

ELIZABETHTOWN COLLEGE PUBLICATION Congratulations to our local colleges for their high ratings in national college evaluation

Wood Creek Grill, Jonestown, has received a lot of publicity lately with their wild game dining. Since it opened in May near the Appalachian Trail the restaurant has attracted a cross-section of visitors with rattlesnake meat, wild boar, elk, alligator, frog legs, etc.----An attractive bright restaurant is "DJ's TASTE of the 50's" located at 2410 Old Philadelphia Pike in Lancaster. I suggest this restaurant as a "must visit."

“RESTAURANT STARTUP & GROWTH MAGAZINE” I have nothing financially to do with this magazine other than I think it's the best form of education and assistance. Another way to educate yourself is to THE PENNSYLVANIA RESTAURANT ASSOCIATION" and ask for John Doulgeris for financial direction. In my opinion he's one of the very best in the foodservice industry.

“HAIL TO THE CHEF STATE DINNER AND SILENT AUCTION” featuring Chef Walter Scheib, who is the former chef for the White House. He will be a guest for the PRA at the Hbg. Hilton on Sept. 26th at 6 PM. Register with phone (800-345-5353) It should be a fantastic evening. He will prepare a dazzling five star four-course dinner.

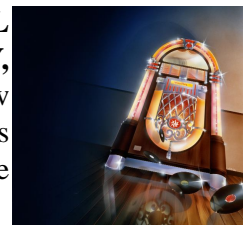


ONCE IN A LIFE TIME. Our son Brian remembered I enjoyed my flight training in World War II by flying in an open cockpit training plane, the Stearman PT-17 in Arcadia, Florida in 1943. For a birthday gift he gave me a plane flight at Easton, Pa. 63 years after my training flight. To appreciate the air plane he also took a flight.

It was a wonderful treat. My age has interfered with my travels as I would like to visit with each and everyone of you, I am limited. If any one would like to be mentioned in this letter which is a task I do with much humility. Please send the information to our office to my attention, or give it to your JG sales representative.

LOW ACID COFFEE IN A BEAN FROM BRAZIL: Walter Prognor, owner of East Indies Coffee in Lebanon has information on this product. Also, as a result of a short supply of top grade coffee beans their prices have been increasing

THE JOHN GROSS & COMPANY'S "ROCK N' ROLL BACK TO THE 1950 FALL FOOD SHOW" WILL BE HELD AT THE CARLISLE EXPO CENTER ON TUESDAY, SEPTEMBER 14TH. HOURS ARE 10 A.M. UNTIL 7 PM. Our staff have worked on this show since the last successful show. We guarantee an educational experience to all who attend; plus there are many opportunities to earn and learn, sample and save a lot of money on products. Hope to see you there.



RESPECTFULLY,
JOHN GROSS

John Gross CEO