Educational Rewards by Sara Drake, Janet Knoll

♦ Sara Drake, Assistant Director of Cash Operations, University of Montana, comments on Leadership Institute: I had an awakening experience. I learned a lot about myself — how I deal with others, as well as how others deal with me. We all handle problems and stress differently. It is important, as great managers, to be able to understand and know how to work with each person individually to meet their needs and to create a successful working environment for every staff member. A quote from Tom Champoux that really hits home to me is: “Any human being that feels capable, competent, and likeable, does more better faster.” I realize that one of my challenges is to continue to motivate staff, this quote seems to speak to that opportunity. Maybe it’s as simple as how we treat and speak to our team members, how we coach and train our team members, and what we share of ourselves with our team members. I want to thank NACUFS for this great learning opportunity. I will implement and use the knowledge I received at LI both at my job and in my personal life.

♦ Janet Knoll, Assistant Manager, U.S. Olympic Training Center has this to say about Professional Development Institute: This institute was one of the most useful, educational and productive workshops I have ever attended. I returned to the USOC revitalized and full of energy to make a difference with our team. PDI is seven intense days, full of information about management skill development. We were taught many ways to improve on our skills of strategic planning, leadership, and giving presentations. Bruce Briggs, the Program Coordinator for Health Services at Moorhead State University, presented the strategic planning segment. It was perfect timing for us, here at the USOC, as we were actively working on our department's strategic plan. Bruce was very helpful and made great suggestions to help our plan be more clear. Tom Champoux, from the Effectiveness Institute, helped us understand the importance of changing our management style.

Region VIII 2000 Conference by Laura DelGuerra, RD

Region VIII 2000 Conference scheduled March 12-15, 2000 in Calgary, Alberta. This is an education-filled conference and your help is needed.

If you would like to submit a topic for a round-table discussion e-mail it to Laura DelGuerra at laurad@selway.umt.edu. Conference registration packets are inserted in this newsletter.
In just eight months we will all be hosting our colleagues from across North America. It’s hard to believe that we started this process in 1995. How time flies when you’re having fun. Dean Wright and his international committee have things well under way. Keep watching the Regional Newsletter for updates on the planning process.

The following are highlights from the board of directors meetings in East Lansing that took place October 28th through October 30th.

- The Customer Satisfaction Benchmarking Survey pilot project will be launched in February 2000. Once the pilot project has been evaluated and fine-tuned the survey will be ready for the fall of 2000.
- The board approved funding to proceed with How to Write an Annual Report. This project will assist membership to complete a “Year in Review” and highlight the achievements that took place within your respective schools during the past year. This will be a “how to” guide with idea’s and suggestions as to format and content.
- The board also approved funding for a revised Food Service Marketing Communication Guide. This will again be a step by step guide for promoting the food service department on your campus.
- I was fortunate to receive a copy of the new Journal of National Association of College & University Food Services 1999 Edition. This journal was published in conjunction with the School of Hospitality Business, Michigan State University and will be mailed to all voting delegates in the next several weeks. Please keep a close eye out for it, as it is a great publication filled with reports on current issues faced within our industry. It is great to see this publication again after such a long hiatus.
- The NACUFS website redevelopment should be completed by December. It sounds like the site will not only offer a better look and feel but will have more capabilities to provide current information and lend support to new training programs. NACUFS will be able to provide improved services through this site for all members and it will allow us to take advantage of new technologies as they become available.

This is only a short list of some of the board initiatives that were discussed during the fall meeting. In the winter newsletter I will expand on the AIMPB (Absent Institutional Member Proxy Ballet).

I would also like to bring to your attention that the Region is soliciting nominations for Secretary/Treasurer and President-Elect. The nomination forms are included in this newsletter and I encourage you all to look at running for one of these positions. It is truly an incredible opportunity to take a leadership role within the region and I can say from personal experience that it was a fantastic growth opportunity for me.

I look forward to seeing you all in Calgary March 12 – 15th, 2000, at our Regional Conference. It is sure to be a great opportunity for us both in educational content and networking.

I wish you all a happy and safe holiday season.

George,............. ☺

Welcome by Heather Shrader

Let’s give a warm welcome to our newest Region VIII member, College of Eastern Utah. With an enrollment of 3000 and 211 students on the meal plan, Eastern Utah is a great addition to our NACUFS team. Some upcoming projects at Eastern Utah include a new food court, diversified vending options in the dorms and grab ‘n go breakfast and lunch menu. Maria Hunsaker, Director, (435) 613-5814 or email mhunsaker@ceu.edu.
Tips from the Chef

by Phillip Calon  Executive Chef, University of Calgary

Editor’s note: Our featured chef is Phillip Calon who trained at Southern Institute of Technology between the years of 1972 to 1974. Phillip worked several years in hotels and restaurants and in 1987 began at the University of Calgary overseeing production of off sight events during the 1988 winter Olympics. After the Olympic event had finished, he began work at the Dinning Center of the university becoming their Executive Chef. Chef Calon’s response to my query of “What tips can you give us?” was—

I have been pondering this aspect for some time and the one thing that keeps coming back to me is patience and be open to new ways of doing things. Many of the old classic recipes involved time and pulling the most amount of flavor out of a product as possible i.e. as with caramelizing of onions, developing of sauces and finishing them with butter. In this day of fast food many of the social ties of food have been pushed aside due to the pressure of the job or life. Food is a medium to be enjoyed with people and good food only enhances that moment. I got into food because I felt I would never know all there is to learn about cooking and this is still prevalent today as the scope of things to learn is still huge. I still feel like a rookie and that keeps me keen to explore new avenues of cuisine. The freshness and abundance of products is overwhelming; utilize the

Popcorn

by G. Hal Brown, FMP, President-Elect

The smell and sound of popcorn popping cause nearly everyone’s mouth to water. Few people take time to consider the physics behind the pop. Corn used for popping comes from a special strain called Pericarp, a variety whose kernels are stronger and have a more airtight outcovering than other types of corn. As the popcorn is heated, moisture within the kernel turns to superheated steam. As the pressure builds, the hard outer coating suddenly ruptures; releasing a white ball made up mostly of protein and starch granules. Unpopped kernels are often the results of damaged shells, which allow the heated moisture to escape. Another reason for unpopped corn is too little moisture in the kernels, a condition that can be remedied by storing the corn in the refrigerator for a few days.

I would like to thank the 88 regional members who attended the sub-regional hosted at the University of Northern Colorado in October. Their attendance made this conference a success. I received many positive comments about the day spent with Tom Champoux. If you would like to explore his leadership philosophies in more detail, I would encourage you to apply for either the Leadership or Professional Development Institutes. Dates are:

♦ Leadership Institute June 3-9
♦ Professional Development Institute June 3-9

Both of these educational programs are held at Tyson Management Development Center in Russellville, Arkansas. Watch for applications and scholarship information coming your way the first part of the year. Reviews by last summer’s participants are in this newsletter. Thank you Ed Leonard and Lorene Helweg at the University of Wyoming for hosting November 10th’s videoconference on “The Changing World of Work: Campus Student Employment.” Also, a hearty thank you goes out to John Bragg and his team for facilitating the sub-regional at Southern Alberta Institute of Technology in Calgary, Alberta. Other sub-regionals scheduled for next year include the Culinary Skills Workshop at the University of Montana in January and Southern Utah University next spring.

Hope all of you and your loved ones have a happy holiday season.

Respectfully,

Hal
Barley Rissoto is a favorite of mine and it is an adaptation of the Italian Rissoto rice dish. As with most recipes you take the basic concept and utilizing creativity and an open mind you can develop your own technique or style. In this recipe you can interchange some of the ingredients to suit your own taste.

**Barley Rissoto** by Chef Phillip Calon, University of Calgary

- **Olive Oil**: 30 ml
- **Onions fine diced**: 120 gr
- **Garlic**: 2 cloves
- **Mushrooms sliced**: 5
- **Spinach**: 60 gr.
- **Pot Barley**: 250 gr.
- **Chicken Stock picture**: 625 ml
- **Blue Cheese**: 125 gr.
- **Butter**: 125 gr.
- **Parsley chopped**: 30 gr.

- Ready your ingredients
- Heat pot thoroughly and then add the olive oil.
- Add the onions and cook to a slight caramel color
- Add the garlic, mushrooms and sauté a few minutes more.
- Add the pot barley and cook until a nut aroma begins, then add some hot chicken stock to the top of the barley. Stir the barley until the liquid have been absorbed at which time you add more chicken stock again to the level of the barley.
- Repeat the process until the chicken stock has been used up.
- In the last process add the spinach as it doesn’t need that much cooking.
- When the barley has a creamy texture remove from the heat add the butter and blend
- Add the blue cheese and the chopped parsley.

It is best eaten soon after it is finished and if you are like me it is soooo good I bet you can’t eat just one spoonful. Adaptations could be a different grain such as a rye or spelt or a 7 grain mix. Add different herbs or chili peppers. Change the cheese to asiago, or parmesan or cambazola or whatever strong flavored cheese you may have around. You may serve it as a main course or a supplemental starch. Timbale it in the center of the plate and add stuffed veal escallops around it. It is an interesting change to meat and potatoes.

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**Educational Program Calendar**

- **Leadership Institute**
  - Tyson Management Development Center, Russellville, AR.
  - June 3-9

- **Professional Development Institute**
  - Tyson Management Development Center, Russellville, AR.
  - June 3-9

- **Food Service Management Institute**
  - Rich’s Renaissance Center, Buffalo, NY.
  - June 12-18

- **Human Resource Institute**
  - Schwan’s Training Center, Marshall, MN.
  - July 12-16
UNC Sub-regional  

by Janice Jorgenson, Vikki Bodily, Anna Morris

University of Northern Colorado hosted a sub-regional training conference focusing on culinary training and management. Tom Champoux from The Effectiveness Institute was the guest lecturer, and spoke on the Emerging New Style of Management. Tom lectured about learning to work together, building partnerships and focusing on the future. He addressed some effective ways to work as a team, and stressed that conflict should be met head on and dealt with accordingly. The Chefs-Mike Briski, Old Louisville Inn, JaCque Hamilton, U.S. Olympic Training Center, Keith Jones, Chef’s Secrets of Rational Ovens, Walt Hawley, Nestle USA, and Aran Essig, UNC had a variety of stations set-up and taught skills on garnishing, julienne vegetables, sharpening knives, and working with Rational Ovens. After a delightful lunch prepared by UNC’s Executive Chef Essig and the other guest chefs, Tom stressed four main points to making a successful and working team: trust, respect, commitment to a clear purpose, and mutual responsibility and accountability. It was definitely well worth the travel from Utah State University. Thank you UNC for hosting a great conference.

Calgary 2000  

by Marina Tuthill, CCUFSA Chair

The Canadian contingent of Calgary 2000 and Dean Wright, NACUFS Chair met October 26, 1999. Topics of discussion were Sponsorship, Showcase, Marketing and Promotion, Interest Sessions, and Progress Reporting. All areas are progressing and are in good shape as we proceed towards Calgary 2000. CCUFSA member, Ms. Jan Fialkowski, Associate Director Housing and Food, Trent University, is now War Room co-chair, assisting Steve Nyman.

Something for all of us to ponder—

(rewards from page 1)

to meet our staff’s needs. We reviewed the idea that the pursuit of excellence demands a simultaneous effort in three distinct yet interdependent areas: Leadership, Change and Quality. Quality cannot be attained without Change and Change cannot be accomplished without Leadership. All three areas need to be addressed in concert and those of us who are able to face this task will be the leaders who successfully take our field into the next century. Barbara Korner, a professor of liberal studies and performing arts at Seattle Pacific University, taught us ways to improve our speaking skills in front of people and gave us insight on how to communicate with ease. She reviewed the acronym EASE (Energy, Audience, Substance and Emotion) and explained their importance in communicating effectively. James Korner, our NACUFS National President gave us an overview of the NACUFS organization, their goals and plans for

Region VIII Education Library  

by Laura DelGuerra, RD

Need to do a training session on buffet layout and service? Want more information on increasing productivity? These are just two of the many videos available to Region VIII members. If you are interested in checking out a video you can e-mail Laura Del Guerra at laurad@selway.umt.edu A complete listing of all videos contained in the library can also be obtained via e-mail.
Food Service Management Internship:

by Lauren Heising, RD

How many of you thought you would pursue a career in University and College Food Service Management? I can bet not many. How do we show others the exciting and challenging opportunities available in our food service arena? One way is through the Food Service Management Internship program.

The internship program was originally started in 1961 by ACUHO with the goal of introducing potential young professionals to the challenging opportunities available in University and College Food Service. In 1969, NACUFS joined ACUHO in supporting the program. Since its inception in 1961, over 1400 students have participated, with over 200 of those students being hosted by Region VIII schools.

Both the hosting institutions, as well as the students, reap many benefits from participating in the program. Schools find that they get fresh ideas, and a new perspective on the projects that they are in the process of completing. The interns help you improve your operations by continuously asking “why?” If you cannot answer it might be time to change. Managers and staff enjoy mentoring enthusiastic students. Many of the interns go on to pursue entry-level management positions, either at the host school, or at other NACUFS schools. Summing it up, Paul Mineau from Montana State University states, “Every year, the summer interns leave a legacy which we continue to use in one form or another.”

The largest benefit that students participating in the internship program get is the ability to experience the “real world” of college and university food service. They get to see all of the exciting and challenging opportunities available, and see that our positions are never dull with continuous changes. By interacting with different managers, they can begin to develop their own management style. An added and important benefit is that interns inevitably learn something about themselves as well as food service.

Thoughts from several interns who have participated in the program include:

♦ “I met a lot of wonderful, hardworking people and I have come to the conclusion that foodservice management is a growing field!”
♦ “It showed me that I have numerous career options!”
♦ “This internship has made me more confident in the foodservice setting. It has made me see that I really like this type of environment.”
♦ “An excellent opportunity for those interested in food service. It helps to open doors for career opportunities while providing a fun learning experience.”

The Food Service Management Internship program has proved to be a successful undertaking for all concerned. Through the continued collaboration from both associations, as well as the support from the many supplier schools and host schools, the internship will continue to expand and provide top quality candidates for our food service staffs.

If you are interested in becoming a host school for the Food Service Management Internship program, contact Lauren Heising, Region VIII Internship Coordinator, phone: (303) 492-6325 or email: lheising@housing.colorado.edu

Campus Student Employees

by Sharilee Stewart

The video conference “The Changing World of Work: Campus Student Employment,” November 10, 1999 presented some key elements in recruiting and retaining student employees. It was a reminder to all that developing trends such as declining overall enrollment, increase in non-traditional students and gender shifts are making it more and more necessary to search for student employees. Recruiting needs to be department policy and a planned part in the budget. Training is the key to retention. Remember the “f” words in training (Fun, Friendly, Fast, Familiar, Flexibility), as well as please and thank you. The conference was a reminder that it’s time to put a system of recruiting and training into place that will draw campus student employees, and change the sometimes negative perception of working for campus food service. Thank you Univ. of Wyoming!
CONTEST !!!

Contest to name Region VIII’s newsletter.
Name?  What’s in a name—Everything!
The name is a declaration of identity and character—catchy, clever, concise—and most importantly, should portray a professional image and accurately reflect the contents of the newsletter.

Official Entry Form
Name:______________________________             College/university:_____________________________
Address:_______________________________________________________________________________
                                                                                           Street                                                                                             City                                                                                                                          State   Zip
Phone:__________________ Fax:_______________ Email:______________________________________
Newsletter Name:_______________________________________________________________________

Contest Entry Rules:
1. Contest is open to all NACUFS REGION VIII members
2. Submit one name per entry form
3. Enter as many times as you wish
4. Entry form information must be typed or clearly printed.
5. Deadline for entries is December 30, 1999, 12:00 Noon, MST
6. Entries will be accepted via, email, snail mail, or fax
   Email entries to: Merelene.Stanley@Colorado.EDU
   Fax entries to: 303-492-4646  Attn: Merelene Stanley
   Snail mail: Merelene Stanley, University of Colorado, Campus Box 154, Boulder, Co 80310-0154

A panel of judges will select the name, that, in its judgment, best depicts Region VIII’s newsletter. The Council reserves the right to slightly alter winning entries, or to reject any and all entries, in order to choose a name that best serves the interests of the association. In the event there is no member entry chosen, the prize will be awarded in a random drawing of all entries.

Announcement of winner:
The winning name and entrant will be publicized in the next newsletter and email announcement.

Prize:
$500.00 Scholarship to attend Region VIII 2000 Conference in Calgary March 12-15,2000. This scholarship to be used to cover the member’s conference registration fees, hotel room, or their airfare to Region 2000, March 12-15,2000. This prize is transferable within the member institution or company, in the event the winner is unable to attend the conference. If the winning name is submitted by more than one person, the prize will be awarded in a random drawing.
The National Association of College & University Food Services (NACUFS) is exempt from any liability resulting from publication of articles. Editorial mention of commercial interest is intended entirely as an information service to readers and should not be construed as an endorsement, actual or implied, by NACUFS. The opinions expressed in this publication do not necessarily reflect the official opinions of The National Association of College & University Food Services (NACUFS).

Personal Notes

♥ Sara Drake is now the Assistant Director of Cash Operations at The University of Montana.
♥ Congratulations: Phillip Calon & Jocelyne Hamoline were married July 31. Phillip is University of Calgary’s Exec. Chef.
♥ Congratulations: Heidi Ehlers & Ken Wong were married October 2. Heidi is Univ. of Calgary’s, Alberta Room Cafeteria Supervisor.
♥ University of Colorado-Boulder welcomes the following to their management team: Wendi J. Chamberlain, from Univ. of Calif.-Davis; Sharilee Steward, formally of Dixie College; and Timothy Kash, from Nashua Children’s Home in New Hampshire.
♥ University of Colorado-Boulder welcomes Kerry Paterson, Executive Chef. Kerry was Regional Chef for California Nordstrom Restaurant Division.
♥ THANK YOU, Paul Mineau, Montana State University, for super job with membership. Region VIII had 100% retention.
♥ Have something to share? Tell the editor: Email Merelene.Stanley@Colorado.EDU
♥ REGION VIII 2000 CONFERENCE
   March 12-15,2000, Calgary, AB.
♥ NAME CONTEST DEADLINE 12/30/99
♥ Nominations for President-Elect & Secretary/Treasurer Deadline 12/30/99

Other dates to keep in mind are:

January 11-14 Culinary Enhancement Workshop for Front-line Cooks
University of New Hampshire

24-28 Culinary Enhancement Workshop for Production Managers
Culinary Institute of America, Greystone, St. Helena, Calif.

30 – Feb.1 Mid-Level Managers’ Symposium
San Antonio, Texas

February 6-8 Food Service Directors’ Symposium
Culinary Institute of America, Greystone, St. Helena, Calif.

6-8 Contract Administrators’ Symposium
St. Petersburg, Florida

March 12-15 Region VIII Conference
University of Calgary
Calgary, Alberta, Canada

13-17 Culinary Enhancement Workshop for Front-line Cooks
University of Notre Dame

27-31 Culinary Enhancement Workshop for Front-line Cooks
University of California, San Diego

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