



INTERIOR OF POPPY'S RESTAURANT

Association boosts foodservice industry

Since its establishment in 1944, the Canadian Restaurant and Foodservices Association has not lost sight of its goal to represent, assist, promote and inform both the public and its members about the foodservice sector.

The CRFA developed this tabloid as part of its continuing efforts to attain these goals and help people become aware of the importance of the foodservice industry.

Supported by about 7,000 members concerned about their industry and its future, the CRFA offers a number of programs and seminars designed to improve the quality of the foodservice industry.

One of these programs is the National Sanitation Code which was developed by the CRFA and implemented by provincial governments. The program helps to ensure that proper sanitation codes are developed and maintained in foodservice sectors.

A recently revised edition of the National Sanitation Code includes advice on safe food handling, proper food preparation, personal hygiene, cleaning and sanitizing and the construction of foodservice facilities. The prevention of illness and the spread of bacteria is also a major focus of the code.

Another important area of the foodservice industry is customer service - the front line in the battle for quality in the foodservice industry. The CRFA offers its members a number of seminars designed to improve the quality of services offered.

One recent series of seminars offered to

waiters, waitresses and managers taught foodservice personnel how to handle customer complaints, the importance of knowing the products offered on the menu and how they were prepared and how to respond to special requests.

The seminars involved three hours of lectures, film presentations, role playing and case studies in which participants were encouraged to heighten their awareness of the foodservice industry.

In cooperation with the National Restaurant Association in the United States, the CRFA also sponsored a dining room management program which taught managers staff hiring techniques, finances and a general

overview of foodservice management.

The CRFA holds its annual convention in Toronto each year during the HostEx foodservice trade show. Last year 20,000 delegates took part in a variety of panels promoting foodservice sector advice and information.

For more information about the association and its activities contact the CRFA at 80 Bloor St. West, Toronto, Ontario M5S 2V1 or call (416) 923-8418.



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Poppy's has been in Georgetown just a little over a year. They specialize in steaks, sea food, veal and their famous prime rib. Any special occasion Poppy's would be more than willing to accommodate as they have banquet hall facilities for every occasion.

Brass, flowers, and trees provide a beautiful atmosphere for everyone at very affordable prices. Partners John Cambouris and Peter Haralambous have several years experience in the food industry. John has been in the food industry for the last 12 years. John has been a resident of Georgetown since 1987 and is well known in the community which is shown in his sponsorship of various sports teams in Georgetown. Peter moved to

Georgetown in late 1983 and has previous experience in the food industry in the Ottawa area.

Wooden Heart Restaurant
ACTON NEWS

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