

**Maryland, Delaware and D.C.**  
**Association of Nutrition and Foodservice Professionals**  
**23<sup>rd</sup> Annual “Workshop by the Sea”**  
**October 7, 8, and 9, 2018**  
**Grand Hotel and Spa**  
**2100 N. Baltimore Street**  
**Ocean City, Maryland 21842**

**Sunday Oct. 7, 2018**

Come early for Workshop registration and relax at pool or beach. Changing rooms are available. Note: **Hotel Check In is after 4 pm.**

**1pm - 3 pm. 5 pm. -5:15pm.** Workshop Registration – **Grand II**

Pick up registration packet, meal tickets for Phillips. First 100 pre-registered attendees will Receive an ANFP Logoed Duffle and other surprises. Registration desk will be closed 3pm – 5pm. Just enter hall and enjoy the Presentation then register after 5.

Bring your donations for “THE MEAL AND MORE” Gift bags; Hats, Gloves, Scarves, Individual Toiletries etc. and “OPERATION CHRISTMAS CHILD SHOEBOX GIFT See attached flyer

**3pm - 5pm THE POWER OF PLANTS: BENEFITS OF A PLANT BASED DIET** Identify the Benefits of a Plant based Diet. Describe foods appropriate on a plant based diet. Discuss strategies to design a Plant based Menu. rn **Grand II** –Judy A. Dzimiera, RN, LDN, MED

**4pm - Hotel Check in**

**6 pm - OPTIONAL EVENT** - Join us at PHILLIPS just a few steps from your hotel for their famous Seafood Festival Buffet - \$38.00 includes unlimited buffet, non-alcoholic beverages, taxes and gratuity. Buffet features Steamed Crabs, Snow Crab Legs, Phillip’s Crab cakes, Steamed & Fried Shrimp and lots of other Seafood, Soups, Raw Bar, Salad Bar, Pasta Bar, Fried Chicken, Carved Prime Rib, Ham, Pork Loin, & Turkey, Corn on the Cob and numerous sides and large selection of Desserts. Join us for an evening of fellowship, guests welcomed.

**Monday October 8, 2018**

**6:45am - 7:45am** – Optional Buffet Breakfast **Grand II** Full buffet Breakfast includes Eggs, Pancakes, Sausage, Home Fries Fresh Fruit, Oatmeal, Juice, Coffee, and Beverages. **Attendees \$18 (Guest breakfasts available for \$20.00)**

**7:45 – 8:00-----** WELCOME, PLEDGE OF ALLIGENCE, INTRODUCTIONS and OVERVIEW OF THE DAY **Grand II**  
Douglas Crowl, CDM, CFPP - MD, DE, DC, ANFP State President.

**8:00 - 10:00 WHAT WE HAVE HERE IS A FAILURE TO COMMUNICATE: BUILDING TEAM AND MANAGING CONFLICT** Identify your style of Communication, 3 notes of conflict when presented in a case study, Identify your style of managing conflict within the 5 styles presented, Utilize the 7 steps of Conflict Management, Apply Team Building Skills in a given case study. **GRAND II** – Mary Anne Bonner RN,MSN, Staff Development/Quality Assurance Coordinator, Kentmere Nursing & Rehab

**10:00 – 10:15 COFFEE & BEVERAGE BREAK**

**10:15 – 11:15 – SCRAPPLE BREAKFAST AND MORE** – Learn how SCRAPPLE can be a great new addition to your menu, Compare to other breakfast choices. Learn the history of SCRAPPLE and RAPA the largest manufacturer of SCRAPPLE, locally made in Delaware. See recipe ideas to consider – **Grand II** – John P. Curtis, Sales Manager, Donna Seafried, General Manager, Rapa and Habbersett Brands

**11:15 - 12 FUNDRAISING AUCTION Grand II**

Help support our chapter by bidding on items donated by members, vendors and Ocean City businesses. Look for Wine Baskets, Homemade Fudge, Princess House, Longaberger, Gift Cards, and 2 nights stay at the GRAND.**SPECIAL OFFERING SERV SAFE CLASS TAUGHT AT YOUR FACILITY** (If anyone wishes to donate an item for auction or door prize it would be appreciated)

**12:00 - 2:00 EXPO - VENDOR SHOW LUNCH Grand I**

Visit with our exhibitors and see and sample the newest products and equipment out there. Visit each table and have your card marked to be entered into door prize drawings at the end of the show. 1:45 must be present to win. Pizza and Salad Buffet will be available at the EXPO for lunch. (Guest lunch tickets \$20.00)

**2:00 -3:00 PROTECT YOUR INVESTMENT CLEANING AND MAINTAINING YOUR DISHWASHER** Define proper procedure for dishmachine start up, Define proper procedure and timing for deliming the dishmachine, Define proper procedure for dishmachine close down **Grand II** Mike Guilday, Director of Chemicals and Cleaning Supplies, TriMark Adams-Burch., (1 Sanitation Hour)

**3:00 – 4:00 COFFEE 101** - Learn the basics of Coffee, What is required for UTZ Certification, How beans are grown, harvested, and imported. Learn about the Roasting and Grinding processes and how that effects flavor. Learn about the various brewing processes for the perfect cup of coffee, and how to choose the best blend for your clients. - **Grand II**- Robert Przywieczerski, JM Smucker Territory Beverage Manager

**4:00 - 4:15 BREAK – ICE CREAM & FRUIT BARS, COLD BEVERAGES Grand II**

**4:15 – 515 INTERVIEWING FOR THE RIGHT CANDIDATE** - Learn how asking the right open ended questions can help gain you an insight into a perspective candidates fit in your organization. Learn how to conduct an interview. Learn how to get the information you need from perspective candidates. **Grand II** – Lewis Anderson, retired Human Resources Senior Specialist/Team Leader, Department of Homeland Security

**-6:30 & 7:00 FREE OPTIONAL EVENT- SHUTTLE TO OCEAN DOWNS CASINO**

Join us for a short Shuttle ride to OCEAN DOWNS CASINO, Participants get \$15 in free slot play. Shuttles will leave hotel at 6:30 and 7pm and return Shuttles will leave Casino at 9:30 and 10:30. Please make reservation at time of registration. Guests 21 and over are also welcomed **.FREE**

## **TUESDAY OCTOBER 9, 2018**

**6:30 – 7:45** Optional Buffet Breakfast **Grand II**

Full buffet Breakfast includes Eggs, French toast, Bacon, Home Fries Fresh Fruit, Yogurt Bar, Juice, Coffee, and Beverages. **Attendees \$16 Guest breakfasts available for \$20.00)**

**7:45 – 9:45 PROVIDING OUTSTANDING CUSTOMER SERVICE, EXPERIENCES OF FORMER WHITE HOUSE CHEF/ CATERER.** • Learn to identify and analyze customer needs and problems • Recognize the most common reason for customer complaints • Discover techniques to cultivate and maintain special customer relationship • Assess your communication style and use two-way communication skills to level with people, to accept feedback from them, and to discuss problems • Identify specific problems in your customer service program and apply treatment • Experience white house customer service **Grand II**- Hector Playuk, CMC, ExCorporate Chef, Cadia Healthcare

**9:45 – 10:15 - HOTEL CHECKOUT & COFFEE, BEVERAGE BREAK SPONSORED BY JM SMUCKERS FAMILY OF COFFEE FOLGERS, JAVA COAST, CAFÉ BUSTELO** **Grand II**

**10:15 – 12:15 –ALLERGEN AWARENESS, ALLERTRAIN, CERTIFICATION CLASS TRAINING** AllerTrain is a food allergy and gluten-free certificate program presented by certified AllerTrain instructor covering all of the essential information about how to safely serve diners with special dietary needs such as food allergies, intolerances, sensitivities, and Celiac disease. Upon completion of the training, learners will be proficient in the best practices of allergen control including safe food preparation techniques, policy development, legislation and crisis management. **Grand II** –Chef Robert McKeon, CEC, CDM, CFPP, [www.FoodSafetyChef.com](http://www.FoodSafetyChef.com) (2 sanitation hours)

**12:15: EVALUATION, SELF REPORTING & CERTIFICATE DISTRIBUTION**

**PROGRAM SUBJECT TO CHANGE**

**12:30 – 1:30 OPTIONAL ALLERGEN CERTIFICATION TESTING (continued from 10:15 sesión) (\$30 FEE)** . Following the successful completion of the course final exam, each participant will be issued an AllerTrain Certificate of achievement that is valid for 5 years. **Grand I** –Chef Robert McKeon, CEC, CDM, CFPP

**1:30 – 3:00 Board, Volunteer, and Committee Chairs meeting – Everyone is welcome to audit meeting, Learn how YOU can volunteer to make a difference in YOUR ANFP Chapter.**

**SAVE THE DATE: MD, DE, DC. ANFP 2019 24th ANNUAL WORKSHOP BY THE SEA OCT. 6, 7, & 8, 2019 –OCEAN CITY MD,  
SPRING WORKSHOP MAY 2019 – FUCH'S NORTH AMERICA  
– HAMPSTEAD MD.**