

# Hoss's Hospitality Herald

The Hoss's Family Newsletter February • 2009



## Blair County Chamber of Commerce Business Awards of Distinction-Safety Excellence

(Recognizing Blair County businesses for their commitment to employee and community safety. This includes all aspects of workplace and employee safety.)

W.E. Campbell Enterprises, Inc. (or WEC), is honored to be recognized for their commitment to the health and safety of our most precious resource, our employees.

At WEC, safety is more than just a program but an integral part of our culture. W.E. Campbell Enterprises is the parent corporation of Hoss's Steak and Sea House; Marzoni's Brick Oven and Brewing Company; Hoss's Central Processing; Hoss's Building Services; and Hoss's Corporate Office all doing business in Blair County.

WEC takes a strong pro-active approach to the management of safety built on a strong foundation of education, compliance, internal audits, and prevention. From comprehensive management training programs to strict protocol for governmental compliance to detailed inspection systems designed to heighten awareness and educate both management and crew members, at WEC, the business of safety is very serious business. All employees are encouraged to be involved through active safety committees, robust suggestion systems, and fun award programs including the "Golden Squeegee," the award named in honor of our effort to control our most frequent accident, the slip and fall.

Over the years, this strong commitment to safety has also been great for our bottom line savings, countless dollars that would have been spent to alleviate needless suffering due to workplace accidents. With WEC's strong commitment to safety, everyone wins.



## Hoss's Steak & Sea House Once Again Named One of The Best Places To Work In PA

On December 2nd, in Harrisburg, Pennsylvania, Hoss's Steak and Sea House was once again named one of the Top 50 Best Places to Work in Pennsylvania in the large company category.

"It is very humbling when I think of the countless businesses in PA and the fact Hoss's restaurant chain was listed among the top 50. This recognition is a tremendous vote of confidence from the men and women who really mean the most to Hoss's....our employees. They have spoken and I'm honored," said Bill Campbell, CEO of Hoss's.

Hoss's, in the large-sized company category, improved by 20 places in 2008 to capture the 30th position. This is the second consecutive year and the fourth time Hoss's has made the list.

**BEST PLACES to work in PA 2008**

The awards program, created in 2000, is one of the first of its kind offered by a state in the country. The program is a public/private partnership of Team Pennsylvania Foundation, the Pennsylvania Department of Community and Economic Development, the Pennsylvania Chamber of Business and Industry, and the Central Penn Business Journal.

This statewide survey and awards program was designed to identify, recognize and honor the best places of employment in Pennsylvania, benefiting the state's economy, its workforce and businesses. The Best Places to Work in PA list is made up of 100 companies split into two groups: 50 medium-sized companies (25-250 employees) and 50 large-sized companies (251 or more employees). Hoss's has been named one of the Best Places to Work in PA in the large category.

In determining the award winners, the selections were based 25% on information provided by Hoss's to the Great Places to Work Institute and 75% on employee survey results.

# 2008 Christmas Card Contest Winners!

Congratulations to our  
**2008 Christmas Card Contest Winners!**  
And thank you to all who participated!

*We wanted to share a Christmas wish that was sent to our Mechanicsburg Hoss's from their regular guests, Pam and Dick*



## Hoss's Christmas 2008

‘Twas the day before Christmas when all through Hoss’s,  
They were cooking up meals even some squashes.

Bonnie and Paige were taking orders with their usual flair,  
You can always tell how much those two care.

Everyone was merry and as usual having a good time,  
You could tell Christ was present it was so sublime.

In the dining room there were lights, a tree and such,  
It just gave the place a special touch.

While in the kitchen they were preparing our dinner,  
It was Hoss’s so we knew it would be a winner.

Meanwhile the girls were serving drinks and stuff,  
As we dined on salad to get our rough.

When outside the kitchen there rose such a clatter,  
I sprang from my chair to see what was the matter.

There was nothing wrong, nothing at all,  
It was just Bill’s usual server call.

Come girls now and deliver these meals,  
While its good and hot with all it’s appeal.

On Carol! On Christie! Deb and Diane!  
On Kalene! On Sherry! Wendy and Holy!  
On little elves with your appointed rounds to may our guests jolly!

So with service like this and food so fine,  
This is the place we will always dine!

With this last verse we just want to say,  
Merry Christmas to all and to all a good day!

**May God bless you and yours now and forever.**

-Pam & Dick



**First Place**  
**Logan Query,**  
grandson of Cheryl Query in our  
Huntingdon location



**Runner Up**  
**Kaitlyn Query,**  
granddaughter of Cheryl Query in our  
Huntingdon location



**Runner Up**  
**Chase Moyer,**  
daughter of Annie Moyer in our  
Cressona location

## Kudos To The Murrysville Team!

On Tuesday, November 25, a high pressure gasoline transportation line located near our restaurant ruptured and spewed large amounts of gasoline causing an immediate evacuation of the area and the closing of a major highway in front of our business. The quick reaction and good decisions made by Margie McAndrews and Patty Rathged who were opening the restaurant at the time helped avert a potential disaster. According to a Westmoreland Emergency Management spokesperson we should consider them heroes!

Obviously the days following were challenging as well. People from the oil company, environmental specialists, insurance agents, fireman and news media were doing their jobs with cameras, cell phones, clipboards, air monitoring devices and computers. It’s not real conducive to running a restaurant opera-

tion. We credit Chip Gapshes, Janet Golia and their team of Eagles for handling all of these distractions in a truly professional manner and with the utmost Hoss’pitality. While others were cursing the oil company, we offered them our dining room for use as operation central and served them coffee and snacks. They were all impressed. For our team in Murrysville, it was just another day at the office.

Although we had some loss of business which we plan to recover, some things became very obvious. Safety of our people is paramount. Crisis and disaster training may seem silly until you actually need it. We have a first class organization with first class people. Please join us in congratulating our Murrysville team for outstanding performance!!



3rd Quarter • 2008

### Operational Excellence- Quarter 3, 2008

(Awarded to stores that achieve 97% overall score on GSS, exceed IFO goal by 2%, and minimum 2.0 Quarter-to-Date Monthly GM Evaluations)



Michelle Taylor  
- Gettysburg

### KPI Awards (Key Performance Indicators)- Quarter 3, 2008

#### Web Survey:

Mechanicsburg, Annville, Leesport, Duncansville, Chambersburg, Altoona, Williamsport, Huntingdon, Gettysburg, Lewistown, Hanover, Dubois, Erie, Murrysville, St. Mary's, Belle Vernon, Martinsburg, Wheeling

#### FPC:

Elizabethtown, Annville, Gettysburg, Dubois, Cranberry, Bedford

#### Sales:

Annville, Gettysburg

### Guest Satisfaction- Quarter 3, 2008

#### Back of House:

Scott Hemminger, St. Marys

#### Front of House:

Joe Hirsch, Indiana

#### Salad/Prep:

Sheila Lao, Hummelstown

### IFO and/or General Manager Compensation Plan-Quarter 3, 2008

Amy Lunglhofer, Duncansville  
Ann McKay, DuBois  
Mark Dubyak, Altoona  
Denise Oplinger, Greensburg  
Julie Kopp, Bedford  
Joe Hirsch, Indiana  
Jeff Stephenson, Cranberry  
Fred Fuess, Williamsport  
Janet Golia, Murrysville  
Jessica Vought, Somerset  
Sheila Lao, Hummelstown  
Michele Taylor, Gettysburg  
Bill Shaffer, Lewistown  
Steve McIlveen, Richland Township  
Deb Lehman, Annville  
Jason Wisniewski, Leesport  
Don Heavner, Enola

### Ideas of the Quarter- Quarter 3, 2008

**Thomas Stark**, Murrysville-  
Using huddles for PM Maintenance Days  
Hold the huddle before the maintenance day with the maintenance people, GM, and an in-store maintenance person so everyone knows what to expect when they get there.

**Joe Cool**, Hanover-  
Have our Community Night leaders and non-profit organizations sell our gift cards for us.

**Chip Gapshes**, District 3-  
Arrange tables in a square rather than a rectangle so people can face each other for conversation.

**Kriss Hippo**, Home Office-  
Florescent stickers on the guest checks to direct guests to the web survey.

### Golden Squeegie- Quarter 3, 2008

(Awarded to stores that exceed Safety standards-criteria changes each quarter.)

Andy Wesolowski, Wheeling

### Spirit of HOSS'pitality- Quarter 3, 2008

(Given to the person exemplifying the most Hoss'pitality and Excellence)

Duncansville- **Patty Hoenstine**; DuBois- **Terri Beers**; Chambersburg- **Mary DeLong**; State College- **Sandy Southard**; Altoona- **Diane White**; Greensburg- **Rachel Carpenter**; Bedford- **Carly Brown**; Shamokin Dam- **Jay Johnson**; Indiana- **Britany Hribar**; Cranberry- **Tricia McKenzie**; Williamsport- **Karee Anderson**; East York- **Megan Rinehart**; Erie- **James Burns**; Mechanicsburg- **Jason Rhoads**; Meadville- **Candice Ferringer**; Murrysville- **Benjamin Jones**; Belle Vernon- **John Wiker**; Carlisle- **Dylan Showers**; Huntingdon- **Rebecca Diggins**; Moon Township- **Garett Reiser**; Somerset- **Warren Younkin**; Lititz- **Cal Mack**; Hummelstown- **Caitlin Lee**; Gettysburg- **Lee Bastyr**; Lionville- **Sammy Epstein**; Lewistown- **Kevin Hutchison**; Martinsburg- **Sierra Fravel**; West York- **Vestine McCandless**; Pleasant Hills- **Reed Houston**; Elizabethtown- **Kelly Dolan**; Richland Township- **Keri McAdams**; Hanover- **Bonnie Francis**; Annville- **Brandon Hoke**; Grove City- **Melissa Whetzel**; Wheeling- **Shari Junkins**; Cressona- **Kayla Davis**; Leesport- **Lauryn Keller**; St. Marys- **Diane Wendel**; Enola- **Joey Shoemaker** and Central Processing- **Cheri Fleegle**



4th Quarter • 2008

### Operational Excellence- Quarter 4, 2008

(Awarded to stores that achieve 97% overall score on GSS, exceed IFO goal by 2%, and minimum 2.0 Quarter-to-Date Monthly GM Evaluations)

Deb Lehman-**Annville**  
Amy Lunglhofer-**Duncansville**  
Ann McKay-**Dubois**  
Jeff Stephenson-**Cranberry**

### KPI Awards (Key Performance Indicators)- Quarter 4, 2008

#### **Brand Promise:**

Mechanicsburg, Carlisle, Hummelstown, Lionville, York West, Annville, Cressona, Enola, Duncansville, Chambersburg, Altoona, Shamokin Dam, Williamsport, Huntingdon, Lewistown, Indiana, Cranberry, Erie, Meadville, Murrysville, Moon Township, St. Mary's, Bedford, Martinsburg, Richland, and Wheeling

#### **FPC:**

Leesport and Cranberry

#### **Sales:**

State College, Gettysburg, Moon Township, and Murrysville

### Area Awards- Quarter 4, 2008

#### **Back of House:**

Best in Hossland-Ann McKay, Dubois

#### **Front of House:**

Best in Hossland-Bill Zinz, Erie

#### **Salad/Prep:**

Best in Hossland-Scott Hemminger, St. Mary's

### Golden Eagle Sanitation Excellence Award- Quarter 4, 2008

Jeff Stephenson, Cranberry

### Ideas of the Quarter - Quarter 4, 2008

**Shelia Lao**, Hummelstown-  
Reformat the reservation book to give us more space to record the address and such. The lines are too small and we could put 2 or 3 spaces for parties on the front and back of the pages.

### Golden Squeegie- Quarter 4, 2008

(Awarded to stores that exceed Safety standards-criteria changes each quarter.)

Jeff Stephenson, Cranberry

### Congratulations to Grove City Hoss's! Gift Card Sales Winner!

Grove City was up 21.81% in gift card sales over last year! Grove City picked up a really cool prize pack they took back to their store and had a party and drawing for all employees to win prizes. Some of the prizes included a mp3 player, flat screen TV, digital camera, Under Armour clothing and a portable DVD player. Way-to-Go Grove City!!!

## HOSS'S TOP EAGLES OF 2008

Hoss's Top Eagles (formerly known as HOSS'pitality Leaders of the Year) were honored at our Fifth Annual Hoss'pitality Luncheons. Congratulations to all these individuals for achieving this award.

Congratulations are also extended to the four District Finalists who were selected to represent their district. They will be honored at the EagleFest Party in April.

#### **DISTRICT 1**

East York- **Megan Rinehart**;  
Mechanicsburg- **Sherry Lees**; Carlisle-  
**Jen Bailey**; Lititz- **Cal Mack**;  
Hummelstown- **Caitlin Lee**; Lionville-  
**Benjamin Pfahler**; West York- **Mikell  
Reed**; Elizabethtown- **Kelly Dolan**;  
Annville- **Lauren Fields**; Cressona-  
**Brandon Block**; Leesport- **Ida Lisko**;  
and Enola- **Joey Shoemaker**

**District 1 Finalist- Mikell Reed**

#### **DISTRICT 2**

Duncansville- **Patti Hoenstine**;  
Chambersburg- **Mary DeLong**; State  
College- **Sandy Southard**; Altoona-  
**Diane White**; Shamokin Dam- **Jay  
Johnson**; Williamsport- **Tim Harer**;  
Huntingdon- **Alysha Newingham**;  
Gettysburg- **Bonnie Knotts**;  
Lewistown-**Audra Morrison** and  
Hanover- **Bonnie Francis**

**District 2 Finalist- Patti Hoenstine**

#### **DISTRICT 3**

DuBois- **Kelly Divins**; Indiana- **Erik  
Wyland**; Cranberry- **Jim Perry**; Erie-  
**Mary Brown**; Meadville- **Tammie  
Hoagland**; Murrysville- **Ann Nestor**;  
Moon Township- **Theresa Catly**; Grove  
City- **Barbara McConnell** and  
St. Marys- **Amy Schatz**

**District 3 Finalist- Kelly Divins**

#### **DISTRICT 4**

Greensburg- **Tisha Hobaugh**; Bedford-  
**Kelly Greenwald**; Belle Vernon- **John  
Wiker**; Somerset- **Tina Shawley**;  
Martinsburg- **Maura Bird**; Pleasant  
Hills- **Reed Houston**; Richland  
Township- **Keri McAdams** and  
Wheeling- **Denise Schmidt**

**District 4 Finalist- Tisha Hobaugh**