

# The Chef's Table

WINTER 2006  
ISSUE #4

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## Comcast-Spectacor Introduces Performance Management to All Employees



Comcast-Spectacor, the Philadelphia-based sports and entertainment firm which owns Ovations Food Services, is introducing a new performance management culture to all of its employees, according to Comcast-Spectacor President and Chief Operating Officer Peter Luukko.

Luukko's vision is for Comcast-Spectacor to build on the highly successful customer service philosophy ("how YOU doin'?") with a proactive approach to creating alignment within Comcast-Spectacor during periods of growth for the company.

"With performance management, every one of our employees, from all of our entities and across the nation, will all understand our corporate initiatives and how they can impact the direction of Comcast-Spectacor," said Luukko. "Performance Management will allow us all to achieve the same goals as a company."

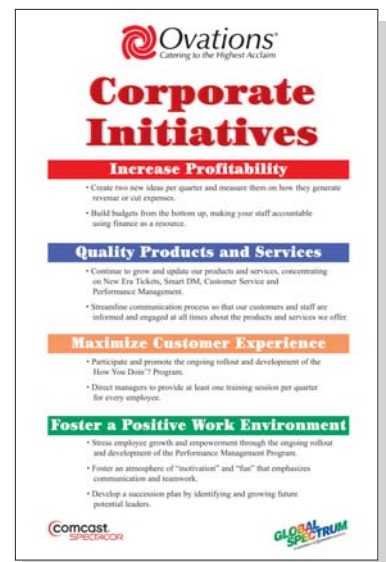
Working closely with the Presidents of Comcast-Spectacor companies, including Michel Sauers of Global Spectrum, Ken Young of Ovations Food Services, Dick Sherwood of Front Row Marketing Services and Fred Maglione of New Era Tickets, Luukko and his team created four corporate initiatives for Comcast-Spectacor: Increase Profitability, Quality Products and Services, Maximize Customer Experience, and Foster a Positive Work Environment.

As part of performance management, Comcast-Spectacor also created a quarterly self-appraisal process allowing each employee to communicate with their immediate supervisor or manager on what the employee is individually accomplishing and how the employee can accomplish his/her goals, as well as the company's goals.

Each employee also has created their own personal smart goals which are in line with the corporate initiatives to measure their own accountability.

"The response from our staff has been incredible," said Luukko. "I've personally heard from many of our employees that performance management is helping them set higher personal goals and allowing them to better understand how as a company we can all work together towards our corporate initiatives."

All of the company's Presidents, Regional Vice Presidents and Directors attended two-day classes at Comcast University in Philadelphia, to learn how to implement performance management within their regions. Every Ovations General Manager is in the process of attending the course to implement the program at his or her own facility. For more information on Ovations' participation in the Performance Management program, please see "Karen's Corner" in this edition of The Chef's Table. @



# Message from the President



Welcome to the fourth edition of The Chef's Table! We have just completed the best year in Oventions history and we are proud of the growth. Even more important though is the attention to high quality service and the training programs we have put into effect. Comcast-Spectacor's Performance Management Program has started to pay dividends for our company and each of our client's venues.

This is an exciting time for each of us. The last few months have been important ones for Oventions. I'd like to take this opportunity to welcome our newest clients to the Oventions family: the Cinergy Center in Cincinnati, Ohio and Medlar Field at Lubrano Park in State College, Pennsylvania. The Cinergy Center is a 750,000 square foot convention center that recently underwent a \$160 million dollar expansion, making it large enough to host over 75% of the meetings and conventions booked in the United States. We look forward to working with the dynamic staff at that facility to exceed their food and beverage goals for the upcoming years. Medlar Field is a 6,000 seat baseball park on the campus of Penn State University, which is slated to be completed in June of 2006. Not only will Penn State play its home games there, but the New York-Penn League, the State College Spikes will also call Medlar Field "Home." This project is very close to my heart as a Penn State Alumnus. Oventions is assisting in the design and construction of the facility and will manage the food and beverage program after completion.

Opportunities are abundant for everyone. We are not the biggest in the industry, but no one does a better job and you, our associates, are the reason. I look forward to an exciting and successful 2006 for Oventions, and I extend best wishes for a prosperous New Year for everyone!

Bon Appetit!

Sincerely,

Ken Young, President

// Opportunities are abundant  
for everyone. //

Ken Young,  
President,  
Oventions Food Services, LP

## We're 18!

Food Management Magazine recently published their 2005 list of Top 50 Management Companies in their September 2005 issue. Oventions was ranked 18th on the list according to domestic top-line revenues for the most recent fiscal year. "Oventions is excited to be ranked 18th on this prestigious list, this puts us on par with the country's largest food and beverage management companies and some of our largest competitors," said Oventions Chief Operating Officer, Todd Wickner. "Considering Oventions is a relatively young company, this is a true testament to the hard work and dedication of all the Oventions employees who have helped make us what we are today," said Oventions President, Ken Young.

The article includes an overview of Oventions sales volume, number of facilities, business segments served, and an outline of Comcast-Spectacor. To read the article in its entirety, please visit the Food Magazine's website at [www.food-management.com](http://www.food-management.com) or email Kristen Thompson at [kthompson@ovationsfoodservices.com](mailto:kthompson@ovationsfoodservices.com). 

## Letters & Comments from our Customers

We constantly strive to create memorable experiences for each of our guests, and we have had a successful year! We decided to share some of the feedback we've received from our guests via our Performance, not Promises quality control program. We are proud of our accomplishments, and of our employees who earn comments like these.

*"I took two cousins to the hockey game last night and we tried out the restaurant. It was excellent! They commented that it was one of the best meals they had while in Des Moines this summer. It was just great!"*

From Candy Morgan, Assistant Polk County Attorney regarding her visit to the Wells Fargo Arena in Des Moines Iowa

*"Tony Green was a pleasure to work with and has outdone himself in quality of service and fulfilling our needs. We gave him little time to prepare and he came through."*

From Myfanwy Parry and Laura Trout regarding their visit to the San Mateo Expo Center for the Western Fairs Association Dinner

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# New Faces

• **Myron Rivers** recently joined the Ovations team as the new Public Foods Manager at the Cinergy Center. Myron was the former President of the C'est Si Bon Group, a very well known Caterer in the Cincinnati area. C'est Si Bon also serves as a local business partner with Ovations at the Cinergy Center. Myron brings with him 3 years of experience in food and beverage management and experience in managing such prestigious facilities as the National Underground Railroad Freedom Center Food Service & Café in Cincinnati, Ohio.



• **Charlotte Zerkle** joined the Ovations team as the Business Manager at the Cinergy Center in Cincinnati, Ohio. Charlotte has been at the Cinergy Center since 1985 serving in positions ranging from Office Manager to Controller. She has a business background with an Accounting Degree from Springfield Business College.

• **Jay Smith** was named the new Director of Food & Beverage at the Cinergy Center in Cincinnati, Ohio. Before joining the Ovations team, Jay spent 19 years in Memphis working at various food service projects including owning his own catering company. Jay directed collegiate concessions and catering accounts including the Liberty Bowl, Memphis Zoo, Ole Miss, Mississippi State and Auburn University. Prior his work in Memphis, Jay spent 13 years with Aramark managing various facilities including the Santa Clara Convention Center, the San Jose Arena, the Spokane Convention Center, Reunion Arena (Dallas) and Arlington Stadium.

• **Scott Perez** was promoted to Sous Chef at the Iowa Events Center. Prior to this, Scott was a Sous Chef at Jay's Bistro in Colorado where he also worked part time for Ovations at the Budweiser Events Center. Scott earned a culinary degree from Bay Chef Culinary School in San Francisco.

• **Jonathon Cook** was recently hired as Sous Chef at the Iowa Events Center. Previously Jonathon worked at the Urbandale Country Club in Des Moines.



• **Cyril Montgomery** is the new Warehouse manager at the Iowa Events Center. Before joining the Ovations team, Cyril was the Assistant Warehouse Manager at the Louisiana Superdome.

• **Mike Jones** was recently hired as General Manager of Harry Grove Stadium in Frederick Maryland. Mike began working in the sports related food and beverage industry when he was just 15. He has worked at facilities such as Met Park, Harbor Park, Louisiana Superdome, New Orleans Arena, Colorado Springs World Arena, Pikes Peak Center, The Norris Penrose Event Center, and UC Boulder. Mike has also been involved in the food and beverage service at three Super Bowls, those in New Orleans, San Diego and Jacksonville. Mike brings with him 18 years of food and beverage management experience. We are pleased to welcome Mike to Ovations as Harry Grove Stadium's new Food and Beverage General Manager.

• **Josh Peoples** was promoted to Assistant General Manager at Coastal Federal Field in Myrtle Beach South Carolina. Previously Josh worked as the seasonal concessions manager at the stadium for the 2004-2005 season and he served as the stand manager in 1999-2000. As Assistant General Manager, Josh will continue to run the concession operation, but his new role will also involve sharing administrative duties.

• **Tim Mahler** was originally hired at the Rose Quarter as a part-time bartender in 1997, he was then promoted to Catering Supervisor, and recently accepted the Assistant Restaurant & Catering Manager position.

• **Leigh Ann Hill:** Started at the Rose Quarter as Restaurant & Catering Manager in 2004. She was recently promoted to Catering Sales Manager where she will be able to utilize her outstanding interpersonal skills. Leigh Ann's breadth of experi-



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# Kareen's Corner

## Performance Management "2006: The Year of the SMART Manager!"

Hiring, developing, motivating and retaining the BEST employees in the industry is key to Ovations success and continuous growth. To accomplish this objective, we're using one of the most powerful and results-oriented business strategies: a comprehensive Performance Management (PM) program. Comcast-Spectacor rolled out this all-encompassing program to the executive teams of all four companies earlier this year, garnering much excitement and enthusiasm.

Ovations President, Ken Young, and Chief Operating Officer, Todd Wickner, are known and respected for their why-wait-let's-do-it-now sense of immediacy. The sooner our venues can align their objectives with the corporate goals, the sooner we're on our way to delivering even-greater top-notch results – so we jumped right in! During September, National Director of Human Resources, Kareen Muros, visited three of our premier venues and presented Comcast's PM training to almost every Ovations GM, as well as several members of the Front Row Marketing management team – 33 attendees total.

A major component of the PM training was explaining and discussing the concept of SMART goals. "You can't manage what you can't measure." Establishing critical benchmarks to gauge our progress in the coming year is an important first step to attaining success. Each GM was charged with authoring SMART goals specific to his/her venue that also align with the corporate objectives.

But it isn't enough just to create goals: no matter how grand and perfect a plan we envision for our business, it won't succeed if it's not well executed.

Consequently, we spent a lot of time linking the three core processes of business – the people process, the strategy, and the operating plan – in order to make our objectives a reality. We wanted this training to not only inspire and motivate our GMs to raise the performance bar, but also to address some of the real-life topics that crop up in an event-driven environment: primarily employee relations and HR issues. Having Kareen share some of her 25 years of HR and employment law experience came in handy here. The synergy created by our group through the sharing of ideas and experiences was phenomenal – everyone walked away with many new perspectives and ideas!

The resident General Managers and Area Managers all did an outstanding job of hosting the training sessions in their respective venues – after all, what do you expect of premier hospitality professionals! Not only were the facility settings conducive to an energetic, engaging (and often entertaining!) exchange of ideas, but we all had the opportunity to taste the local culinary specialties and build or renew professional relationships with our peers. Where else could you glean countless creative tips, swap colorful stories, AND hammer apart Maryland blue crabs at the same time?! It doesn't get any more exciting than that . . . except maybe reuniting the group next year when we celebrate EXCEEDING all of this year's SMART goals! Happy New Year! 🌀

# Ovations 2006 Annual Meeting in Philadelphia



Ovations recently held our 2006 National Meeting in Philadelphia, Pennsylvania on January 22-24. This three day meeting was a chance for Ovations General Managers, Area General Managers, home office staff, suppliers and a few special guests to come together to share ideas, discuss the company's growth, learn about new company policies and have a great time together. The meeting was held in Philadelphia to give everyone the opportunity to experience Comcast-Spectacor's headquarters in the Wachovia Center as well as to meet some of the staff.

Following a hearty Italian dinner Sunday night to welcome everyone, guests met during the next two days to discuss issues relating to Ovations success in 2005, sales & marketing department growth, internal auditing procedure improvement, human resource policy changes, advances in the accounting department, new alcohol management standardized procedure and a review of Ovations Performance Management program. We also heard from special guests who discussed issues relating to dealing with the media,

finding mutual opportunities for other Comcast-Spectacor companies, and moving to the next level as a company. One of the largest successes of 2005 was the implementation of Ovations new standardized purchasing program, so Tuesday afternoon was spent getting to know new suppliers and sampling some of their products. Nights were spent sampling traditional Philly style Italian food, visiting local hot spots to take in the sights and visiting the Wachovia Center for a Philadelphia Flyers game.

The goal of this year's meeting was to impart the excitement of Ovations growth and success to the most important part of our team, our General Managers. "We have some of the most highly regarded Managers in the industry, it's important that we gather everyone together to learn from each other," said Ovations Chief Operating Officer Todd Wickner. "We accomplished every goal that I had for the meeting and I feel that each Manager is energized and ready to incorporate some of the great ideas and concepts we discussed into each of their facilities."

## New Faces continued from page 3

ence in foodservice and hospitality event coordination with some of the finest restaurants in Portland is a real asset to the Rose Quarter.

- **Sarah Spiering** has been an integral part of the Rose Quarter Premium Services management team since coming on board as Catering Sales Manager in 1999. Recently promoted to Director of Catering Sales, Sarah brings to the Rose Quarter many years of catering expertise, as well as her degree in Nutrition & Food Management from Oregon State University.

- **Melissa Teeman** was hired in September as an Accounting Clerk for the Rose Quarter. She is currently a student at Portland Community College and is close to earning her Associate of Applied Science degree in Accounting. Besides her talents with foreign languages, Melissa has past Accounts Payable and Accounts Receivable experience in food service management and for a local credit union.

- As the newest member of the Ovations Management team, **John LaChance** brings more than 12 years of industry experience to the table. He is responsible for supporting our convention center clients, throughout the country. John came to Ovations from Global-Spectrum, Ovations sister company, where he was responsible for implementing and monitoring quality customer services and contract compliance for all food and beverage caterers servicing the company's more than 45 facilities throughout the United States and Canada. We welcome John to the Ovations family!

- **Tony Hendryx** was recently promoted to Food and Beverage General Manager at the Rose Quarter. Formerly the Assistant General Manager for Ovations, Tony has been at the Rose Quarter since 1999. Tony's prior experience includes overseeing operations at the Metro Washington Park Zoo/Oregon Zoo and garnering extensive management experience throughout his six years with the Hilton Hotel Corp.

## Comments continued from page 2

*"Terri Ziemba was the Catering Sales Manager for our event and it was an absolute pleasure to work with her. Terri made a wonderful suggestion for our luncheon and was quick to respond to my questions and needs. The presentation and quality of food was excellent (not to mention cost efficient) and Terri was always accommodating with my request."*

From comment cards at the Budweiser Events Center/  
The Ranch in Larimer County, Colorado

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# Getting to “The Point”

Ovations has streamlined all purchasing procedures and is now doing business with a buying group called Premier Point to Point. Premier was originally founded to leverage the group purchasing of acute care hospitals. In 2002, Premier began expanding foodservice programs to include segments outside the healthcare industry.

Being a member of Point to Point provides Ovations access to the largest food service purchasing group in North America. The buying group purchases over \$1.5 billion dollars worth of food service products. Now Ovations also has access to non food service programs with Hertz, Cintas Uniforms, Johnson Diversey Chemicals, and Next Day Gourmet. This program also gives Ovations an extremely competitive purchasing program with US Food Service, one of the largest broadline foodservice distributors in the United States. And finally, Ovations is also now able to tap into a large network of distributors that provides clients with better service and consistency of products.

“We are very excited to have Ovations join Premier. Ovations brings volume to our growing commercial market segment, which will help our leverage as we move to contract for lower pricing for our entire membership,” said Joan Ralph, Vice President of Premier. “Premier is constantly adding to our portfolio, and we have a new center of the plate beef program beginning in January 2006. In addition, we are hoping to increase the availability of our support services and facilities contracts to Ovations.”

To date, Ovations has purchased over \$15 million dollars worth of food and beverage products through the Premier Point to Point buying group, and has saved about 2.5%. That translates into about three quarters of a million dollars in just 8 months! 🌀

## Comments continued from page 4

*“One of the reasons we chose Ovations was the people and you two (Todd & Ken) are excellent affirmations of our decision. We are very happy to be affiliated with Ovations.”*

From Kevin Krause, President of the Swing of the Quad Cities in Davenport, Iowa

*“Working with Ovations has been great. I worked with SaveMart a couple of times now on different tours. The staff is very attentive, efficient, friendly and accommodating compared to other catering advances, (and I've done over 100 VIP parties) it was phenomenal.”*

From comment cards at the SaveMart Center in Fresno, California

*“Our experiences working with Nancy have been excellent; we use her as a benchmark for customer service when we go to other facilities. Nancy is a definite plus to your organization!”*

From comment cards at The Amphitheater at Clark County in Ridgefield, Washington

# Recipes Worthy of a Standing Ovation

## SWEET BASIL & SAUSAGE PENNE

*Courtesy of Cest Si Bon Group and the Cinergy Center*

### Ingredients:

- 1 lb of Penne Pasta
- Pinch of Coarse Salt
- 2 cups of Ricotta Cheese
- 2 tbsps of Unsalted Butter cut into small pieces
- ½ cup of Parmesan or Romano cheese
- 2 tbsps Extra Virgin Olive Oil
- 1 medium-sized onion finely chopped
- 1 cup of frozen green peas
- Handful of finely chopped parsley
- Pinch of Coarse black pepper
- 20 fresh Basil leaves shredded or torn
- 1 lb of Sweet Italian Sausage

### Instructions:

Bring large pot of water to boil; add pasta & salt to water. Place ricotta, butter, & Parmesan in large mixing bowl. Brown sausage in small skillet over medium heat; then add olive oil and onion let simmer for 5 minutes. Add peas & parsley and simmer 2 minutes. Drain water, and add pasta to bowl with cheese. Season with salt & pepper. Top with peas, sausage, parsley and sprinkle with basil leaves.



## ORANGE SPICED TEA-HOLIDAY WARMER FROM THE OREGON COAST

*Courtesy of the Rose Quarter Complex in Portland, Oregon*

In your finest brandy snifter combine:

- ¾ oz Courvoisier
- ¾ oz Grand Marnier
- 4 ounces of boiling water
- 1 orange spiced tea bag- Preferably Tazo or Celestial Seasonings
- 1 Blood Orange



### Instructions:

Combine alcohol in the brandy snifter with boiling water. Drop in orange spiced tea bag and allow to steep for 3 minutes. Remove tea bag, garnish with a blood orange wheel and serve. Great for clearing a head cold or shaking off the winter chills!!!

# Ovations Facilities

## EAST

**ARTHUR W. PERDUE STADIUM**  
Salisbury, Maryland

**AUTOZONE PARK**  
Memphis, Tennessee

**BLAIR COUNTY BALL PARK**  
Altoona, Pennsylvania

**CINCINNATI CINERGY CENTER**  
Cincinnati, Ohio

**COASTAL FEDERAL FIELD**  
Myrtle Beach, South Carolina

**FRONTIER FIELD**  
Rochester, New York

**HARBOR PARK**  
Norfolk, Virginia

**HARRY GROVE STADIUM**  
Frederick, Maryland

**LIACOURAS CENTER**  
Temple University,  
Philadelphia, Pennsylvania

**MEDLAR FIELD AT  
LUBBRANO PARK**  
State College, Pennsylvania

**PATRIOT CENTER**  
George Mason University,  
Fairfax, Virginia

**PRINCE GEORGE'S STADIUM**  
Bowie, Maryland

**SOVEREIGN BANK ARENA**  
Trenton, New Jersey

**SPACE COAST STADIUM**  
Viera, Florida

## MID-WEST

**BUDWEISER EVENTS CENTER**  
**LARIMER COUNTY EVENTS COMPLEX**  
**THE RANCH**  
Loveland, Colorado

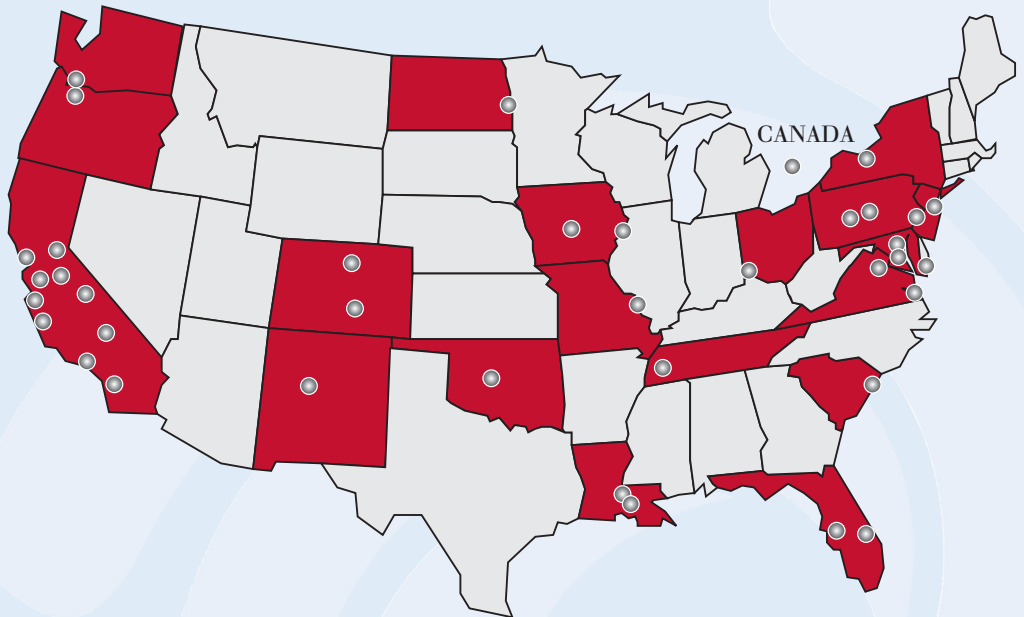
**CAJUNDOME**  
Lafayette, Louisiana

**FARGODOME**  
Fargo, North Dakota

**HY-VEE HALL**  
**POLK CONVENTION COMPLEX**

**WELLS FARGO ARENA**  
**VETERAN'S MEMORIAL AUDITORIUM**  
Des Moines, Iowa

**JOHN O'DONNELL STADIUM**  
Davenport, Iowa



**OKLAHOMA STATE FAIR**  
Oklahoma City, Oklahoma

**PONTCHARTRAIN CENTER**  
Kenner, Louisiana

**PUEBLO CONVENTION CENTER**  
Pueblo, Colorado

**ST. CHARLES CONVENTION CENTER**  
St. Charles, Missouri

## WEST

**ALAMEDA COUNTY FAIR**  
Pleasanton, California

**BULLDOG STADIUM,**  
Fresno State University,  
Fresno, California

**CALAVERAS COUNTY FAIR**  
Angels Camp, California

**CALIFORNIA EXPOSITION &  
STATE FAIR**  
Sacramento, California

**CLARK COUNTY AMPHITHEATER**  
Vancouver, Washington

**CLARK COUNTY FAIR**  
Vancouver, Washington

**GRIZZLIES STADIUM**  
Fresno, California

**ISOTOPES PARK**  
Albuquerque, New Mexico

**ORANGE COUNTY FAIR  
AND EXPOSITION CENTER**  
Costa Mesa, California

**ROSE QUARTER COMPLEX**  
Portland, Oregon

**SAN JOAQUIN FAIR**  
Stockton, California

**SAN MATEO EXPO CENTER**  
San Mateo, California

**SANTA CLARA COUNTY FAIRGROUNDS**  
San Jose, California

**SAVE MART CENTER**  
Fresno State University,  
Fresno, California

**UNIVERSITY OF CALIFORNIA**  
Berkeley, California

**VENTURA COUNTY FAIR AT  
SEASIDE PARK**  
Ventura, California

## CANADA

**JOHN LABATT CENTRE**  
London, Ontario, Canada