

The Chef's Table

WINTER 2005
ISSUE #2

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Ovations' Newest Operation Portland's Rose Garden

Ovations was selected to oversee the food and beverages services at the home of the NBA's Portland Trailblazers – the Rose Garden Arena in Portland, Oregon. The changeover took place on January 1, 2005 under the management of Ovations' transition team including Principal – Todd Wickner, Area General Manager – Doug Drewes, Controller – Eric Bever and General Manager – Doug Hawkins.

The Rose Garden, a 785,000 square foot state of the art, multi purpose facility, is the largest facility where Ovations operates food and beverage service management, to date. The facility hosts such events as NBA, WNBA and college basketball games, professional hockey games, other various sporting events, a multitude of family shows, major concerts, conventions, and trade and consumer shows.

Ovations' collaborative style, history of providing excellent per capita averages and customer service as well as Ovations experience in producing exceptional return on investment – were all especially important to the financial stake holders at the Rose Garden.

"The Rose Garden provides Ovations with the exciting opportunity to show that we are capable of providing our record setting per caps and phenomenal customer service in a nationally recognized venue," said Drewes. "We are excited to bring our unique brand of individualized service and personal attention to the facility."

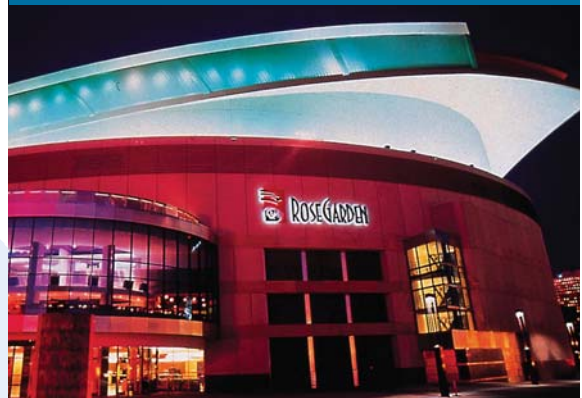
Home of the NBA's Portland Trailblazers, the facility seats over 21,600 people for basketball and 19,600 for hockey. It includes a full service restaurant, three bars, two cafes, and 19 concessions stands. Located on the 200 Level is the Legends Sports Bar and the Rose Room, an executive banquet facility. This level also houses 70 luxury suites, each with a capacity of 22 persons and each with a wet bar, catered food service and more.

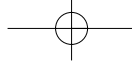
Ovations will also manage food and beverage services at the neighboring Memorial Coliseum. The 111,300 square foot Memorial Coliseum – a true landmark in the City of Portland – is home to the CHL's Portland Winter Hawks and a variety of events including the annual Rose Festival Parade, conventions, touring ice shows, high school sports tournaments and concerts.

"The Rose Garden and the scope of food and beverage options available to its visitors will allow our guests at the Rose Quarter complex to explore the full spectrum of Ovations' foodservice capabilities from courtside and cigar bars to banquet catering, luxury suites and premium restaurants," said Drewes. 🌀

"We are excited to bring our unique brand of individualized service and personal attention to the facility."

Doug Drewes,
Arena General Manager
Ovations Food Services





A New Year Full of New Reasons for Ovations

Happy New Year! I hope the holidays of 2004 were good to you, your families and your friends.

As 2005 begins, we at Ovations first want to take a moment to thank each and every employee, business associate, partner, volunteer, and friend who helped us reach the level of success that we did in 2004.

With great success comes the drive to surpass the accomplishments of the past. As you will read in this edition of "The Chef's Table", Ovations achieved many successes during the last quarter of 2004—including taking on the Rose Garden in Portland and opening the Iowa Events Center in Des Moines. And while events such as these bring us great pride, we know that 2005 can only bring bigger and greater endeavors for us to conquer—and we look forward to the challenge.

In addition to being a period of great growth for Ovations, the recent months have also been a time of change—welcomed change. Our headquarters office in Florida has relocated and we have increased our staff across the organization to assist in our continued evolution and expansion.

I hope that you will continue to be an important part of Ovations' expanding and ever growing family during this year. As always—if you have any questions or comments, please do not hesitate to call me directly.

Bon Appetit!

Sincerely,

Ken Young, President

Iowa Events Center Opens Doors

As opening date of the new Hy Vee Hall at the Iowa Events Center approached, Bernie Bilenki and his Ovations Food Services staff were hard at work preparing a catered dinner for the Wells Fargo company holiday party.

And while Bilenki and his staff had overseen thousands of catered events, this one was different.

This one was for 3,400 guests.

"This is the largest single event that Ovations has ever catered," said Bilenki, General Manager for Ovations Food Services at the

Iowa Events Center. "Preparation for a group this size takes a tremendous amount of planning. This was made easier with the facilities available here at Hy Vee Hall—along with the incredible staff."

With only a few days before the opening of the facilities to

the public, the kitchen staff worked quickly to get acquainted with the 7,000 square foot space. Lined with double decker ovens and a massive dishwasher comparable to two side by side 15 ft. trucks, the kitchen is the largest and most innovative the staff members have ever seen. It is similar to two chain size restaurant's kitchens and can prepare 80 pounds of French fries in 10 minutes; 900 pounds of prime rib in four hours, 1,200 cups of hot coffee in 30 minutes and 4,000 scrambled eggs in 35 minutes.



Located along the banks of the Des Moines River, the Iowa Events Center is a four venue, multi purpose sports, entertainment, convention and expo complex, featuring the new, 17,000 seat, state of the art Wells Fargo Arena which will open in fall of 2005; the new spacious, 250,000 square foot Hy Vee Hall, the 11,000 seat Veterans Memorial Auditorium and the 60,000 square foot Polk County Convention Complex known locally as "The Plex."

All four venues are uniquely connected by a climate controlled walkway.

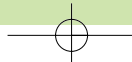
Veterans Memorial Auditorium, which is celebrating its 50th anniversary, is undergoing more than \$5 million in renovations.

Hy Vee Hall is the pride of Des Moines for exhibits, showcases, trade shows, conventions and upscale banquets and balls. With the addition of Hy Vee Hall, Des Moines will have to opportunity to compete as a major contender for these events with other similar facilities.

A unique design insures that every seat in the new Wells Fargo Arena will have a spectacular and clear view of the performance. The Arena will have 17,000 seats, 36 suites, 20 loge boxes and 626 club seats. The venue will offer an entertainment site for events ranging from concerts to family shows and attractions. The Arena will also be the home of the American Hockey League's Iowa Stars.

The Plex, Polk County Convention Complex, is the most complete multi purpose convention facility in Iowa. Over 300,000 people attended expositions, conventions, trade and consumer shows, sporting events, concerts, weddings, banquets and graduations hosted by the Plex each year.

"The renovations and growth of the Iowa Events Center allow us to host a wider variety of shows, groups, conventions and entertainment events," said Bilenki. "We now have the ability to host multiple groups and events all under one roof and to sell banquet space to over 11,000 people at one time."



New Year, New Faces

- **John Chamberlain** has joined Ovations as the General Manager at the Patriot Center at George Mason University. John has over 20 years experience in the hospitality industry ranging from restaurant management to catering and concessions.
- **Linda Recke** is the new General Manager at Sovereign Bank Arena in Trenton, New Jersey. Linda has been in the foodservice industry for 22 years. She came to Ovations from The Philadelphia Zoo and has previous experience at Veterans Stadium, The Meadowlands Convention Center, The Garden State Arts Center and The Hartford Amphitheatre.
- **Laurie Harrison** recently joined Ovations as the Executive Chef at Isotopes Park in Albuquerque, New Mexico. She is a graduate of Johnson and Wales University with an Associate Degree in Culinary Arts. She joined us from Norfolk, VA where she was a Sous Chef for Hits at the Park for the 2004 baseball season. Prior to that, Laurie ran her own catering business for 10 years.
- **Erin Schlottach** also joined the Ovations' family at Isotopes Park as the Catering Manager. She is a graduate of the University of Missouri Columbia with a Bachelor of Science degree in Hotel and Restaurant Management. Erin held various positions in the hospitality division of Six Flags, St. Louis for eight years before joining Ovations.
- **Cathy Crowley**, formerly the General Manager for Ovations at the Patriot Center at George Mason University, is the now the General Manager at Arthur W. Perdue Stadium in Salisbury, Maryland –home of the Delmarva Shorebirds baseball team.
- **Doug Hawkins** has joined Ovations as the General Manager at the Rose Garden. A Rose Garden employee since 1995, Doug adds to his 20+ years of food service management. His experience also includes five years as General Manager at the Kansas Expocentre and Heartland Park Topeka, where he established a successful track record of driving the profitability of a world class racing facility.
- **Tony Hendryx**, who joined the Rose Quarter team in 1999, is the Assistant General Manager for Ovations. Prior to 1999, Tony oversaw the food and beverage operations of the Metro Washington Park Zoo/Oregon Zoo, in addition to garnering extensive management experience throughout his six years with the Hilton Hotel Corp.
- With the Rose Garden since 1999, **Rod Russell** has been instrumental in reshaping the delivery of culinary specialties at the Rose Quarter and has earned a reputation as a benchmark for excellence among high volume venues. Rod's 20+ years as an Executive Chef, Food & Beverage Director, and Regional Executive Chef for Shilo Inn Hotels in Oregon, California, Arizona, Washington and Hawaii. He will continue his expertise as Executive Chef for Ovations.
- **Kareen Muros** has joined Ovations as the Human Resources Manager at the Rose Quarter –where she has been overseeing the management of all HR functions since 1996. Kareen earned her M.S. degree in Labor Law from the University of California at Santa Barbara and Pepperdine Law School specializing in Employee Relations. Muros has 20+ years of experience in HR management, support and administration.
- **Cindy Foster** is Ovations' newest Accounting Manager. Formerly with First Consumers National Bank, Cindy Foster joined the Rose Quarter team in May, 2004 as Accounting Manager. Her extensive background in the service, manufacturing and finance industries includes specialization in payroll administration.
- Ovations is proud to welcome **Candy Thomasson** to our team as Concessions Manager. One of the first Rose Quarter employees hired, Candy Thomasson transitioned from the Memorial Coliseum to the concessions operations in 1995, for the opening of the Rose Garden Arena. Candy's job duties range from NFP Liaison, Customer Service Supervisor, Trainer, and Event Concessions Manager overseeing 300+ hourly employees and hundreds of NFP volunteers.
- **Tony Green**, Concessions Manager for Ovations at the Rose Garden was trained at the Western Culinary Institute and joined the Rose Garden's staff in 1996. Welcome, Tony!
- **Sarah Spiering**, Ovations Catering Sales Manager at the Rose Garden, has significantly contributed to the sales goals of RQ Catering since joining the team in 1999. Sarah's prior hospitality experience includes working as Sales & Catering Manager at the Reserve Vineyards and Golf Club, as well as completing a catering internship at the Oregon Zoo.
- **Connie Harper** has joined Ovations as Executive Sous Chef for the Rose Garden. Following her former manager, Executive Chef Rod Russell, from the Shilo Inn Hotels Corp., Connie Harper joined the team as Executive Sous Chef in 1999. Connie's expertise include buffet and line cooking, kitchen oversight, menu creation, and production.

continued on page 4

The Amphitheater at Clark County Caters and the Stars Deliver

The 2004 concert season brought stars of all genres to the 18,000 seat Amphitheater at Clark County in Ridgefield, Washington. Nancy Ocks, Ovations Food Services Manager and her staff have been charged with making the acts as comfortable as they can. Ocks explained that the bands and roadies often comment that Ovations catering always set the tone of the day for them. Often, when they come in the morning of the show to find the dining area, production offices and dressing rooms are set up for them with catered fare and floral arrangements they always ask, "Is this really for us?"

"This year we had a great line of acts," said Ocks. "We did what we could to make them happy and in return they all put on great shows."

Being on tour can often cause band members to become homesick. Ocks found this to be especially true when "The Barenaked Ladies" played Clark County in July. But it wasn't home cooking the guys were craving; it was the dogs they'd had to leave when they headed out on tour. They wanted to "borrow" a couple of dogs that they could play with backstage during the day. Nancy found two members of her staff who were willing to "loan" their pets to the band.

In another instance, it was forward-thinking on the part of the

amphitheater staffers that made it homey for the visiting performer. When Steve Nicks of legendary rockers Fleetwood Mac brought her two dogs along on the band's recent tour, Ocks and her staff provided personalized dog bowls, which Ms. Nicks greatly appreciated and said that no one had done that for her throughout the tour.

But it was Gene Simmons and the guys from "Kiss" who made the greatest impression on Ocks this year. The day that Kiss was scheduled to play the amphitheater was also guitarist Tommy Thayer's mother's 80th birthday. The facility staff helped the Kiss members throw her a surprise birthday party.

"We got a big birthday cake for her and the band dressed up in their face makeup and costumes. Then, we all rolled in her cake and sang happy birthday to her. Now I can say that I've sung with Kiss," quipped Ocks.

Other great acts this season were Aerosmith, Rush, John Mayer, Tim McGraw, Jessica Simpson, Josh Groban, No Doubt, Alanis Morissette, Steve Miller Band, Nickelback, Deep Purple, Journey and Brooks & Dunn. 🌀

Winning Streak & Teddy Bear Toss Land Labatt in Record Books

With a December 10th tie against the Guelph Storm, the London Knights of the John Labatt Centre became the holders of the longest undefeated streak in Canadian Hockey League history. Overtime play didn't lead to a win, but the score was enough to give the Knights the record with a 30 game undefeated streak. A crowd of 9,200 was on hand for the historic game which saw the Knights eclipse the record of 29 straight games formerly held by the 1978 79 Brandon Wheat Kings (WHL).

"I know I speak for all London residents and Labatt Centre employees when I say how proud we are of this year's London Knights," said Dave White, General Manager for Ovation's at the John Labatt Centre. "This has been such an exciting year for our team."

The Knights added to their streak later that weekend as they faced the visiting Kitchener Rangers. The Rangers lead the Knights 3 0 with 17:39 remaining in the third period before London rebounded with four consecutive goals, including the overtime winner just 35 seconds into the extra frame to beat Kitchener 4 3.

During the Knight's record setting performance at the John Labatt

Centre, the facility ran their annual "Teddy Bear Toss". This event allowed the sell out crowd to take advantage of the special night to litter the ice with 6,632 bears destined for underprivileged and sick children this season. The spectacle is amazing and it is a significant public relations campaign in the city.



"Being able to help more than 6,600 underprivileged children on the same night that we set a CHL record only made the night that much better," said White. "The participation from the Knight's fans was unbelievable and their generosity will bring a smile to the face of a child. What could be better than that?" 🐻

New Year, New Faces *continued from page 3*

- **Leigh Ann Hill** is Ovation's Restaurants & Catering Manager at the Rose Garden. She assumed the Restaurants & Catering Manager role at the beginning of the 2004 2005 Blazer season. Her successful track record includes such well known Portland establishments "The Chart House" and "Southpark Seafood Grill and Wine Bar".

- Ovation's is happy to welcome **Seth Weaver** to our family as Commissary Manger at the Rose Garden. Seth was hired as a part time Distribution employee in 1996, Seth now oversees a staff of 30+ distribution workers. Seth's responsibilities include the purchasing and stocking of 250K in inventory each month, as well as developing and managing two distribution shifts for two venues.

- Ovation's is happy to welcome Accounts Receivable Specialist **Raquel Werner** to our team. Raquel joined the Accounting Department at the Rose Garden in 1999. She earned her Bachelor of Science degree in Business, Finance and Accounting from Portland State University, and previously worked at Fred Meyer.

- Ovation's is happy to welcome **Holli Matter** to our team as the Staffing Coordination Manager for the Rose Garden. As the current Scheduling Coordination Manager, Holli not only works extensively with part time staff and NFP volunteers, but serves as the on site administrator of our TMSS time and attendance system.

- **Jerry Strand** is Ovation's newest Payroll/Accounts Payable Specialist. Having worked with the Oregon Arena Corp./Trail Blazers accounting department prior to transferring to food and beverage accounting in 2003, Jerry Strand brought solid payroll skills and systemic venue experience to the Rose Garden team.

- **Amy Philips** is Ovation's Suite Sales Coordinator at the Rose Quarter. Amy was hired at the Rose Quarter as an Accounting Assistant in 1998. She soon broadened her expertise and was promoted to Payroll Specialist/Accounts Payable Clerk in 1999. In 2003, Amy was promoted to Suite Sales Coordinator.

- **Walt Marchbanks** is Ovation's newest Assistant Restaurants & Catering Manager. Walt began his tenure at the Rose Garden team in December, 2004. He has experience as a banquet server, bartender, and sales associate.

- **Alan Aoki** has joined Ovation's as Executive Suites Manager for the Rose Garden – a role he has been in since 2000. His 12+ years of extensive hotel, food & beverage, and hospitality industry management experience assures the highest level of guest service in the Garden's 70 executive suites and 8 Blazer Boxes.

- **Ginger Gadbaw Smith** is the new Director of Sales and Marketing for Ovation's at the Iowa Events Center. Formerly, Ginger was the manager for ARAMARK at the Polk Convention Complex.

- **Ismael Aguilar** is Ovation's Executive Chef at the Iowa Events Center. Ismael comes to us from ARAMARK –where he held the same position.

- **Debra Jones** is the new Concessions Manager for Ovation's Iowa Events Center operations. Previously, Debra worked as the Food and Beverage Assistant Manager for the Veteran's Memorial Auditorium –one of four facilities on the IEC campus.

- **Scott Griess** has joined Ovation's as the Catering Banquet Manager for the Iowa Events Center in Des, Moines. Scott was previously employed with Eurest Dining Services.

- **Brenda Holderness** has transferred from the John O'Donnell Stadium in Davenport, Iowa to the Iowa Events Center in Des Moines. Brenda is Ovation's Office Manager for the facility.

- **Kevin Nape** has joined the Iowa Events Center staff as Executive Sous Chef. Kevin previously held the position for Ovation's at John O'Donnell Stadium in Davenport, Iowa. 🐻

Ovations' 2005 Annual Meeting

// This group showed that they know how to play as hard as they work. //

Todd Wickner,
Principal,
Ovations Food Services, LP

Ovations' 2005 Annual Meeting was held January 30th through February 2nd in Tampa, Florida. This three day meeting allowed the General Managers, Area General Managers, headquarters staff, members of Comcast Spectacor, suppliers and special guests to come together to learn from each other, to discuss issues relevant to our business and to socialize with other members of the organization.

Following a relaxing opening reception and dinner on Sunday night, attendees spent Monday discussing issues that affect the business and success of the



Ovations. Some of the topic discussed included the changing tastes and dietary requests of Ovations customers and the abundance of upcoming new business opportunities in the foodservice industry. Tuesday was reserved for presentations by some of Ovations' top suppliers, who brought new products and highlighted the importance of the tried and true standard ones.

"The Ovations Annual Meeting gave our staff the opportunity to learn from each other and from other members of our industry," said Todd Wickner, Principal of Ovations Food Services, LP. "We were able to accomplish every goal that I had for the meeting and I feel that we are leaving here energized and ready to incorporate some great ideas and concepts into our commitment of superb service at each of our facilities."

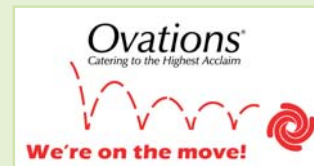
While the three days were packed with important information, the group also had plenty of time to socialize and enjoy the beautiful atmosphere of Florida. Activities included an evening of bowling, an afternoon at the horse races and an evening dinner cruise around Tampa Bay.

"This group showed that they know how to play as hard as they work," said Wickner. "It was a great opportunity for our general managers from across North America—coworkers who rarely see each other—to hang out and have a great time." 🌀

Moving Up, Moving Out

With a new year comes a new address for the Ovations headquarters office. On December 28, 2004, Ovations moved into its brand new office building in Lutz, Florida located just north of Tampa. The new building features a kitchen and reception area, private offices, and custom interior design.

"Moving into a larger building just made sense. Our entire organization – including our headquarters staff – is going through a period of tremendous growth," said Todd Wickner, Principal for Ovations Food Services, LP. "This move allows us to provide more space for the staff members we have on board while ensuring that we'll have the space we need to accommodate further growth." 🌀



The new mailing address and contact numbers for the Ovations headquarters office are:

Ovations Food Services, LP
244 Crystal Grove Boulevard
Lutz, Florida 33548
Phone: 813-948-6900
Fax: 813-948-6565

Ovations Facilities

Alameda County Fair
Pleasanton, California

**The Amphitheater
at Clark County**
Vancouver, Washington

Arthur W. Perdue Stadium
Salisbury, Maryland

AutoZone Park
Memphis, Tennessee

Blair County Ballpark
Altoona, Pennsylvania

**Budweiser Events Center
& County Fairgrounds**
Larimer County, Colorado

Bulldog Stadium, Fresno State
Fresno, California

Calaveras County Fair
Angels Camp, California

**California Exposition
& State Fair**
Sacramento, California

Clark County Fairgrounds
Vancouver, Washington

Coastal Federal Field
Myrtle Beach, Carolina

Fargodome
Fargo, North Dakota

Fresno County Fair
Fresno, California

Frontier Field
Rochester, New York

Grizzlies Stadium
Fresno, California

Harbor Park
Norfolk, Virginia

Harry Grove Stadium
Frederick, Maryland

Hy Vee Hall
Des Moines, Iowa

Isotopes Park
Albuquerque, New Mexico

John Labatt Centre
London, Ontario, Canada

John O'Donnell Stadium
Davenport, Iowa

Ntelos Amphitheater
Portsmouth, Virginia

Orange County Fair
Costa Mesa, California

**Patriot Center,
George Mason University**
Fairfax, Virginia

Polk Convention Complex
Des Moines, Iowa

Prince George's Stadium
Bowie, Maryland

Rose Garden
Portland, Oregon

San Joaquin Fair
Stockton, California

San Mateo Expo Center
San Mateo, California

Save Mart Center Arena
Fresno, California

**Seaside Park/
Ventura County Fair**
Ventura, California

Sovereign Bank Arena
Trenton, New Jersey

**Tampa Bay Performing
Arts Center**
Tampa, Florida

**University of California,
Berkeley**
Berkeley, California

Veteran's Memorial Auditorium
Des Moines, Iowa

Wells Fargo Arena
Des Moines, Iowa

Regional Recipes

From Isotopes Field in Albuquerque, New Mexico

FIREMAN ADOVADO

(serves 4)

Ingredients:

Filling:

- 1 1/2 lbs. Pork Roast
- 1/2 teaspoon Chopped Garlic
- 1/2 teaspoon Salt
- 1 teaspoon All purpose Flour
- 1 quart Red Chile Sauce

Toppings & Side Items:

- 6 oz Shredded Cheddar Cheese
- 12 oz Spanish Rice
- 12 oz Refried Beans
- 8 Tortillas

Cut pork roast into cubes. Cook in a large saucepan, until the pork is browned. Add the garlic and salt and cook for 30 seconds. Sprinkle with the flour. Pour the red chile sauce over meat and boil over a low heat for about 20 minutes.

Warm tortillas in microwave (place tortillas on plate, cover with moisten paper towel, cook on high power for 30 seconds). Spoon filling into warmed tortillas. Top with shredded cheddar cheese and serve with Spanish rice and refried beans. Enjoy!



From the John LaBatt Centre in Ontario, Canada

HUNTER STYLE CHICKEN

(makes 4 servings)

Ingredients:

- 2 cups Flour
- 3 Large Eggs
- 2 tsp Thyme
- 2 tsp Basil
- 2 tsp Oregano
- 2 tsp Ground Black Pepper
- 2 tsp Salt
- 8 pc Chicken (skinless, boneless)
- Vegetable Oil

John Labatt
CENTRE

Heat 1/4" vegetable oil in a large frying pan. Crack the eggs into a bowl and whisk until fully mixed. Add half the thyme, oregano, basil, salt & pepper, whisk until fully combined. Place the flour into a separate bowl and season with the rest of the seasonings. Place the chicken breasts into the egg mixture and then the flour, place into frying pan and cook until golden brown – about 4 minutes each side. Best served with julienne vegetables and garlic mashed potatoes.


Catering to the Highest Acclaim

244 Crystal Grove Boulevard

Lutz, Florida 22548

Tel. 813-948-6900

www.ovationsfoodservices.com