

Restaurant Front of House Award NOMINEES 2022

THIS AWARD RECOGNIZES EXEMPLARY PERFORMANCE AND EXCEPTIONAL SERVICE BY AN EMPLOYEE IN A NON-MANAGEMENT POSITION WHO HAS REGULAR CUSTOMER CONTACT, FOR EXAMPLE: HOSTS, SERVERS, BARTENDERS, AND POSITIONS WHO ARE GUEST FACING.

RYAN BOGGS

BARTENDER, CONNER'S (INDIANAPOLIS MARRIOTT DOWNTOWN)

Ryan Boggs is what some may call a career bartender, but there is much more to the story than just that. Ryan began his bartending career 22 years ago with modest roots in mom and pop taverns, working various well-known spots around the city of Indianapolis. After building his resume for several years, he became a bartender at Palomino, and worked his way up to head bartender where he was in charge of all ordering and inventory. At the time bartending was just a means to an end for Ryan as he was going to college for his degree in computer information science, but over time his side job quickly turned into a passion.

After graduating college, Ryan joined the corporate world to pursue work in the field in which he studied, but he missed the fast paced work environment of the bar, the guest interaction and most importantly the art of mixology. It was then that Ryan applied for a bartending job at the Indianapolis Marriott downtown and decided to get back into food and beverage.

Ryan started off as a bartender at Champions, which at the time was the in-house sports bar at the Marriott. He quickly became a lead bartender, and then a supervisor due to his outstanding work ethic and consistently positive guest feedback. When Conner's went through a brand change in 2018 to Conner's Kitchen and Bar, Ryan was instrumental in the design and setup of all of the hotel's bars due to his vast knowledge and experience in the industry. Every manager that has come through the restaurant has attempted to get Ryan to become a manager, however his heart has always been and always will be behind the bar...so he respectfully declines so that he can stay true to his trade.

Over my eighteen years in the industry, I have come across hundreds of bartenders, and what I can say about Ryan is that he is not just a career bartender, but rather an artist. Ryan has been responsible for curating dozens of the hotels best selling cocktails over the years and has a cult following of guests who come in just to see him and sample his creations. He without a doubt has the largest drink knowledge of anyone I have ever met, and every basic cocktail that he makes I can attest is possibly the most delicious cocktail I have ever had. Ryan has the utmost respect of the staff, and more importantly not a day goes by that I do not hear praise about Ryan from our guests. It is an honor to work alongside Ryan, and I can say whole heartedly that he is deserving of the Stars of the Industry Award. He also helped open Purdue Union Hotel during Indianapolis Marriott Downtown Covid closure by commuting as needed.

CHELSEE BREWER

BARTENDER, CUNNINGHAM RESTAURANT GROUP

Chelsee has been a bartender for quite some time at Stone Creek in Plainfield. She has a strong regular following and continues to build that with our local regulars and building out of town clientele. She continually gets great guests review on social media as well as our internal guest feedback platform for CRG. Her bar fills up every night she works. Everyone knows who Chelsee is, after dining with her. She make everyone feel special that sits at her bar. She also help with the private dining at Stone Creek by assisting in setting up events and menus for guests.

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JEREMY DUPREE - GIBSON SERVER, CUNNINGHAM RESTAURANT GROUP

Jeremy Dupree - Gibson (goes by Dupree) continually gets some of the best guest reviews in our restaurant group. Working as a server at one of our top service level restaurants, the expectations are very high. We continually have Dupree requested as a server and receives rave reviews of his great hospitality.

JOHN FRACTION LEAD SERVER, HIGH VELOCITY (JW MARRIOTT)

As we began to reopen our restaurant after the pandemic in 2021, John has gone above and beyond for our team. He embraces the culture with open arms and trains every server to our standards and to our core values. He demonstrates servant leadership by taking on any and all challenges via running food, drinks, greeting tables, greeting guests up front, etc. He extends a lending hand when needed and he lends an ear to listen and be the voice for the front of house. He's been a tremendous mentor to the youth and hands down the best when it comes to guest experience in our restaurant. He will be the first in for his shift and last to leave ensuring we are set for success. We remain number one on Trip Advisor because of his ability to continue receiving 5 stars for his excellent service. It's our pleasure to nominate John, and we will always be indebted to him and his hospitalitarian demeanor. Thank you, John, for all you do!!

JUSTIN LEWIS BARTENDER, CUNNINGHAM RESTAURANT GROUP

Justin is a bartender for Livery in the Hamilton Town Center. Justin is one of the people that it's hard to not be in a good mood around. He always has a smile on his face when he is working. Even when we had the masks, you could tell it was there. Justin is a beast in the well when it comes to getting cocktails made, but more importantly makes those lasting impressions with the guest. With Livery having a menu that might be very challenging for some, Justin can help you feel comfortable and guide your experience through the menu better once he interacts with you. We continue to see great reviews in our social media and in our own CRG feedback platform about Justin and his great service. Justin is a true professional and is certainly a great asset to CRG and our team in Livery HTC. A pivotal piece to our success at that particular restaurant.

SHANDA PROCTOR BARTENDER, HOLIDAY INN INDIANAPOLIS AIRPORT

Shanda Proctor has been a staple in our food and beverage department for the past 7 years. Guests recognize her by the bright red bun on top of her head. She has proven to be an invaluable part of our team. Shanda is no stranger to hard work and she has a mind set of "everything is figure-outable". We found ourselves without a kitchen manager and with no hesitation, Shanda was asking how she could help. She found herself going from flipping bottles and slinging drinks to flipping burgers and assisting with all orders front and back. Not only is she a team player, she is guest obsessed. She may not know you by your name but she knows what your drink order is. She treats everyone at the bar like they are family. She is the best to vent to and is a vault when it comes to secrets. When guests return, they always ask when Shanda is working. She receives raving reviews on TripAdvisor, Google and Yelp for her outstanding customer service.

Shanda has come in at 5am to serve breakfast, left to pick her son up from school and returned to work a bar full of patrons at dinner. She helps with banquets, serving our corporate guests and keeps are regulars in line, giving them a hard time about their muddy boots.

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SHANDA PROCTOR (CONTINUED)

Shanda donates her time to her local community through local volunteer events. She also volunteers to assist our property with planning, decorating and hosting our monthly employee appreciation parties. She brightens a room and will impress you with her 90's trivia. Shanda goes above and beyond in all aspects and I am honored to nominate Shanda Proctor for the Stars of the Industry Award!

DANNAE SHIPP LEAD HOSTESS AND FOH SUPERVISOR, ST. ELMO STEAK HOUSE

Dannae has been an exceptional employee here at St. Elmo Steak House. She first started working with us 8 years ago. She was originally hired to help with holiday retail sales, selling and shipping countless gift cards and retail products. She became a permanent employee by transitioning to hostess and later assisting the management staff. She is always willing to help. She picks up shifts without complaining. Helps the team grow with her leadership skills. She trains her team members so they can be better and grow at their position. Dannae is very polite and professional. She goes above and beyond in making sure guest are taking care of. She is the one you can always count on and no matter what the situation, she is always the one with a solution.

Dannae does more than just delight the guest she is a delight to be around and a pleasure to work with. She is smart, helpful, confident, quick-minded, thoughtful, intelligent and caring. When you see her name on the schedule for the evening you already know the shift will run smoothly. She not only cares about the guests she encounters, but the team she works with as well. She has a servant heart and is always willing to help her peers outside of work. She has made visits to the ER in the middle of the night for support so they wouldn't be alone and often babysits for coworkers early in the morning so they can work multiple jobs and the kids can have a normal morning routine before and after school. She loves to be part of successful villages to care for the kids and support her coworkers who have become her family! She is a Rockstar and definitely a Star of the Industry. St Elmo Steak House would not be the same without her.

RATNA "YENI" TRIJATNA SERVER, KIZUKI RAMEN & IZAKAYA

Yeni is a one of a kind server that has special skills to make your dining experience special. She has always worked in the restaurant industry except for when her daughter was little. With her vast experience working in Japanese restaurants, she can sing songs in Japanese and frequently leads the group to celebrate a customer's birthday or special occasion. I have had many customers approach me to praise her great customer service.

Yeni always offers to take pictures for customers so that they will have a keepsake of their dining experience at Kizuki. During her free time, Yeni will be making kids chopsticks from the disposable chopsticks for people who are learning to use chopsticks. Yeni is a good cook, and she frequently prepare Indonesian cuisine for co-workers. When a server calls off, Yeni will surely pick up the shift if she is available. Yeni is well loved by everyone as she first showed love and care to everyone around her.

In May 2022, Yeni got more than 3rd degree burn on both feet from hot oil spillage that happened at another restaurant she worked at. She was admitted to the hospital and the doctor had to do a skin graft from the thigh to her feet to help it heal. She wasn't able to work for two months while recovering from the injury. Despite the horrifying event, Yeni never places blame on anyone and even went back to work at the job where the accident happened. Although some friends told her she should

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RATNA “YENI” TRIJATNA (CONTINUED)

file lawsuit on the restaurant and get a huge amount of money for the injury and suffering she went through, she said she can never bring herself to do it. She even expressed her gratitude to the restaurant owner for being caring and gave her lighter job duties as she is still in the process of recovering.

I think our industry needs more people like Yeni who is kind, honest, forgiving and passionate about the customer service profession.