Rhode Island HOSPITALITY Association

Voice of Rhode Island's Lodging, Restaurant, and Tourism Industry.

MEMBERSHIP GUIDE

2025

WELCOME.

We're happy to have you.

The RI Hospitality Association is the only official trade association that advocates for the hospitality and tourism industry in Rhode Island.

How can RIHA work for you?

WHAT YOU'LL FIND INSIDE:

- ADVOCACY
- SAVINGS & SERVICES
- EDUCATION & TRAINING
- SUPPORT & COMMUNICATION
- EVENTS

MEMBER BENEFITS SNAPSHOT

LEGAL EXPERTISE & ANSWERS FROM OUR HOSPITALITY LAW EXPERT

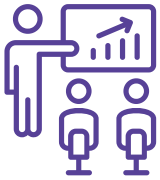
BE THE FIRST TO KNOW ABOUT ECONOMIC RELIEF (GRANTS, LOANS, & FORGIVENESS)

ADVOCATING FOR YOUR BUSINESS LOCALLY & NATIONALLY

ACCESS TO OUR SAVINGS MARKETPLACE, WITH DISCOUNTS OF UP TO 20% ON SERVICES & PRODUCTS

FREE GROUP 401(K) PLAN FOR YOUR EMPLOYEES

BREAKING NEWS UPDATES & COMMUNICATION THROUGH OUR WEEKLY NEWSLETTER SUBSCRIPTIONS



ACCESS TO OUR EDUCATION FOUNDATION'S HOSPITALITY TRAINING ACADEMY

BUSINESS LISTING & ACCESS TO RIHA MEMBERSHIP DIRECTORY

MEET DECISION MAKERS & WIDEN YOUR AUDIENCE WITH OUR EVENTS & SPONSORSHIP OPPORTUNITIES

PRIVATE BUSINESS CONSULTATIONS WITH OUR EXPERT HOSPITALITY BUSINESS CONSULTANT

MEMBERSHIP COUNCILS (ADVOCACY, CHEFS, WOMEN IN HOSPITALITY, KITCHEN CABINET, HR, AND MORE)

UNLIMITED JOB POSTINGS ON RIHOSPITALITYJOBS.ORG

THE MORE MEMBERS WE HAVE, THE MORE POWERFUL OUR VOICE IS.

ADVOCACY

Every year, **RIHA tracks over 400 pieces of legislation** that impact the industry.

We are **pro-business on local, state, and federal issues** important to our members' bottom lines. We support ideas, legislation, and proposed laws that stimulate the economy and protect the growth of our industry. We actively advocate against policies that hurt hospitality businesses.

We represent **business owners & operators** and have a **non-partisan political approach**.

ALWAYS WORKING FOR YOU

- **Make Your Voice Heard** | join our Kitchen Cabinet to share your perspective
- **Kitchen Cabinet Roundtables** | attend forums with public officials & industry leaders
- **Legal Advice** | access to an attorney for help with legal questions
- **Text Alerts** | Text RIHA to 52886
- **Digital RI Hospitality Law Center** | accessible through the Member Portal

2024 RIHA Advocacy ROI

Fighting to Save Operators Money and Boosting Economic Impact

AVERAGE ANNUAL SAVINGS:

IN DEFENSE OF THE HOSPITALITY INDUSTRY

Tipped Wage Elimination Bills (Stopped H7531)

- Would have eliminated the tipped wage by 2030, gradually raising the tipped minimum wage of $3.89/hr to $15/hr.

$230,000 SAVINGS PER ESTABLISHMENT

Minimum Wage Increase Bills (Stopped H7579)

- Multiple bills were introduced to raise the minimum wage from $15/hr to $20/hr.
- This increase in labor costs would have added yet another expense to hospitality businesses.

$104,000 SAVINGS PER ESTABLISHMENT

Newport Hotel Tax (Stopped H8133)

- This bill would have increased the local hotel tax in Newport from 1% to 2.5%.
- The increase in taxes would have made it more difficult for Newport hotels to compete with other destinations.

$176,000 SAVINGS PER ESTABLISHMENT

Outdoor Dining Act (Passed H7064)

- The Outdoor Dining Act prevents retro-active regulation by any governmental entity, and provides grandfather protections for structures inspected to meet building, fire and food safety codes.

$208,000 SAVINGS PER ESTABLISHMENT

SAVINGS

RIHA has partnerships with a number of trusted companies, locally and nationally. Most offer services or products you are already paying for. Members have access to our **Member Savings Marketplace**, with **discounts of up to 20%**. These savings can pay for your RIHA membership and then some! **Here are just a few examples.**

GAS & ELECTRIC
Sprague Energy
Inertia Resources

HEALTHCARE
HealthSource RI
Optum Rx

INSURANCE
Hilb Group
Beacon Mutual
Hospitality Mutual

FINANCIAL SOLUTIONS
Adesso Capital
RIHA's Group 401(k)

CREDIT CARD PROCESSING
Merchant Advocate
Katalyst OS

MARKETING
The Beverage Journal
RI Monthly

NATIONAL PARTNERS
National Restaurant Association
American Hotel & Lodging Association

MUSIC/TV/MOVIE LICENSING
BMI & ASCAP

MARKETPLACE is a program that helps members save money on important products & services. These discounts are exclusive to RIHA members.

The financial benefits for RIHA members can be significant.

- **Sprague Energy** | One RIHA member has saved an **average of $16,500 annually**.
- **Adesso** | RIHA members received an average of **$115,000 EACH in tax refunds** they didn't know they qualified for.
- **Katalyst OS** | **20% off** software fees for RIHA members + free annual RIHA membership.
- **Beacon Mutual Insurance** | Beacon has **returned over $500,000** in shared earnings to RIHA members in the past 4 years (over **$10,000 monthly**).
- **Hospitality Mutual Insurance Company** | **20% off** liquor liability insurance.
- **Hilb Group Insurance** | **10% - 20%** off a host of insurance coverages.
- **401(k) Program** | One RIHA Member **saved $600 per month** by switching to our Group 401(k) Program. This program is completely free to you!
- **Merchant Advocate** | This program lowered credit card processing fees by $1800 for one RIHA member.

EDUCATION

The **RI Hospitality Education Foundation** (RIHEF) was formed with the purpose of encouraging Rhode Islanders to **embark on a career** in the hospitality industry.

Our goal is to **provide the best programs** possible to educate the current and future hospitality workforce in our state.

PROFESSIONAL DEVELOPMENT & PERSONAL GROWTH

RIHA members have access to our existing **trainings** or the creation of new trainings. Many of these trainings include a members-only discount.

EDUCATING THE NEXT GENERATION

With a brightening economic forecast, the demand for trained employees is higher than ever. We are focused on providing **education, training & mentorship** to young people in Rhode Island.

ProStart® is a national career and technical education program that teaches high school students culinary arts and restaurant management skills.

Hospitality & Tourism Management is the American Hotel & Lodging Educational Institute's (AHLEI) two-year, turnkey high school curriculum.

RIHEF hosts the **annual High School Culinary Arts, Foodservice and Hotel Management Competition** where the best high school students in the state compete for scholarship money and a chance to represent Rhode Island at the National ProStart® Invitational held in Washington, DC.

BUILDING THE WORKFORCE & SUPPORTING YOUR EMPLOYEES

RIHA hosts a **members-only job board.** All job postings are free. We are here to make it a little easier to find the right candidates.

RIHA offers a relief fund for RIHA member employees facing unexpected hardships. Employees can apply for a **financial assistance grant** to help cover basic need expenses such as rent/mortgage, household utilities, groceries, car payments, transportation costs, childcare, or medical bills/insurance. For more information about this program, contact Traci Dufresne via traci@rihospitality.org.

TRAINING GUIDE

Employees rise to the level of their training. Not to the level of your expectations.
Is your team set up for success?

THINK ONE BAD APPLE DOESN'T MATTER? THINK AGAIN.
HERE'S SOME FOOD FOR THOUGHT:

- After one negative experience, **51% of customers** will **never** do business with your company again.
- **70% of consumers** say they'll **spend more money** to do business with a company that delivers great service.
- **92% of consumers** trust suggestions from **friends & family** more than advertising.
- **96% of unhappy customers** won't complain directly to you about a bad experience. Instead, they'll **tell an average of 9-15 people** all about it.

The Education Foundation's Hospitality Training Academy offers a variety of classes designed to **cultivate leadership** and guide our current and future workforce to excellence. Check out our **Hospitality Training Academy Course Guide** for detailed class descriptions and pricing.

Need something more specific? We build personal training programs!

- Ask The Expert
- Boost Your Service Game
- Coaching for Managers
- Employer of Choice: Strategies for Hiring & Retention
- First Impressions: Exceptional Customer Service™
- Guest Service Gold™
- Hospitality: The Third Language™
- Human Trafficking
- Kitchen Safety Audits
- Lasting Impressions: The Core of Communication™
- Norovirus
- Personalysis
- ServSafe® Alcohol Certification
- ServSafe® Allergens
- ServSafe® Food Safety Manager & Food Handlers Certification
- ServSuccess
- Workplace Harassment

Contact Traci Dufresne, Director, Education Foundation, for more info.
traci@rihospitality.org | 401.223.1120

SUPPORT & COMMUNICATION

RIHA is your one-stop shop for industry-related resources. We are here to help you find answers!

YOU CAN COUNT ON RIHA FOR:

- **Communication** | reliable updates on everything you need to know!
- **Resources** | FREE toolkits for small businesses on things like HR and Disabilities
- **Business Consulting** | FREE private consultations with our hospitality business expert

Your RIHA membership also includes **FREE** membership to the National Restaurant Association or the American Hotel & Lodging Association.

OUR EMAIL COMMUNICATIONS

Membership Tuesday
member programs, events, industry updates & more

Workforce Insider
training opportunities, education & workforce development resources

RI Hospitality Law Center
laws and regulations, technical assistance & legal compliance information

Economic Relief
funding opportunities, such as grants, loans & forgiveness programs

Hospitality on the Hill
legislative roundup with notifications of upcoming hearings & votes

Breaking News
urgent industry updates

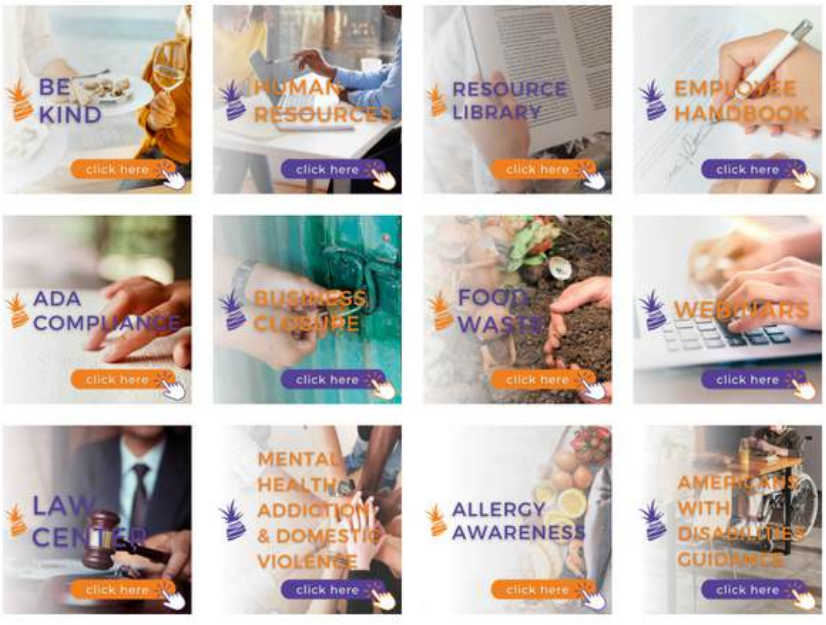
Food Safety Monthly Digest
training. allergen awareness, recalls, infectious diseases, tips & tricks

OUR MEMBER PORTAL

Access all your member benefits in one place, including the **RIHA Hospitality Helpdesk!**

The RIHA Hospitality Helpdesk includes helpful toolkits for things like HR, ADA Compliance, and Food Waste. You can also find employee handbook templates, sample job descriptions, and much more!

You can also **pay your invoices**, access the **member directory** and update your **business profile** in the Member Portal.



EVENTS

We represent an industry that celebrates professionally, so here's the **FUN STUFF!**

SIGNATURE EVENTS

Our Signature Events are some of the best parties and networking opportunities in Rhode Island's hospitality industry. These events are also excellent opportunities for sponsorship visibility and digital marketing.

Hospitality Leadership Summit | September 15th & 16th

The Crowne Plaza Providence-Warwick Featuring expert speakers and engaging breakout sessions, this summit offers valuable takeaways that attendees can immediately apply to their careers.

Golf Classic | October 6th

Quidnessett Country Club
Annual golf tournament featuring fantastic food, fun & celebrity guests

Women in Hospitality

Networking event held in February, April, July & November with entertainment

The ANCHORS | January 14th

RI **Convention Center**
Hit the red carpet for our annual black-tie awards gala

SEMINARS, SUMMITS, RECEPTIONS & NETWORKING

stay tuned as additional dates are confirmed

February 25th	High School Culinary Arts, Foodservice & Hotel Management Competition *The Crowne Plaza Providence-Warwick*
May 12th	Student Career Summit *RI Convention Center*
June 10th	Summer Membership Reception *The Capital Grille*
September 15th & 16th	Hospitality Leadership Summit *The Crowne Plaza Providence- Warwick*
October 6th	Golf Tournament *Quidnessett Country Club*
January 14th	The ANCHORS *RI Convention Center*

YEAR IN REVIEW: 2024

view all our photo albums at **riha.cc/flickr**

TESTIMONIALS

Wondering what it's like to be a RIHA member?

Without your hard work and dedication I have no idea where we would be today. I want you to know how thankful I am and will be forever grateful for giving me the drive to keep going which ultimately kept my team together.

I wanted to reach out and thank RIHA for putting together such an impactful program! This makes a huge difference for my employees.

I have been in the hospitality business my whole life and I found your class so rewarding. I love people and I am always open to learning new skills to use in my work and home life. Thank you for having this sensational course!

I was really impressed with my onboarding to RIHA. As a small business owner who really struck out on their own, I have to say I almost cried to hear of all the support that exists within RIHA that we didn't know about.

The training offered is second to none. I'd like to thank the entire staff at RIHA for their commitment to the industry and for their exceptional skills in preparing people for career growth.

Stars of the Industry was an incredible event! The attention to details and effort did not go unnoticed. I know that all of us from Ocean House Collection are still talking about it!

As a 25-year-old who just began in their career, it was extremely inspiring to be in a room filled with so many successful women. Getting to talk to so many amazing people from different backgrounds made me so excited to see what the future has in store for my hospitality career.

MEET THE TEAM

We are proud to service the more than 900 members of the RI Hospitality Association!

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RI HOSPITALITY ASSOCIATION
RI HOSPITALITY EDUCATION FOUNDATION

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401.223.1120 | www.rihospitality.org

READY TO JOIN?

We'd love to have you as a member of RIHA!

JOIN TODAY so we can continue our work to ensure your **businesses' future success**!

SCAN ME

or visit:

riha.cc/join

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#RIHA

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@ri-hospitality-association

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