Associated Food Dealers 18470 W. 10 Mile Rd. Southfield, MI 48075

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NOVEMBER 1996

### Inside

**Avoiding Grocery Store** losses. Page 8

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Meet the man who put the class in Vic's World Class Market

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Label company has sticking power

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### Legislative Update

### Michigan leads the nation in income growth as poverty takes a nosedive

by Dick Posthumus A nationwide study of state job markets released recently by the New York Times ranked Michigan's job market as the strongest in the nation. The study noted that Michigan's unemployment rate of 4.6 percent (at the time of the study) was about two points below the state's natural rate, making Michigan number one. The natural rate represents a theoretical rate calculated on a state-by-state basis to be consistent with stable inflation.

According to information just released by the U.S. Bureau of the Census, the percentage of people living in poverty in

See Updates page 12



Festive gift baskets at The Vineyards Wine Cellar in Farmington Hills

### Gourmet gift baskets are the trend during holidays

Gift baskets are going gourmet this holiday season, and they're hot with customers from the city to the 'burbs to those down on the farm. The trend has moved away from fruit, wine and cheese baskets towards specialty items.

Cindy Denha, partner at Grapevine Wine Shop in Sterling Heights says, "our customers want gourmet

items in their holiday gift baskets; they want things that they don't eat every day." Gift baskets from Grapevine include everything from high end wines, cookies, chocolates and pistachios to pastas, candles, dried flowers and gourmet coffees.

Health foods are also

See Gift basket page 31

### New program provides free money

The Associated Food Dealers of Michigan has entered into an agreement with American Network Exchange, Inc. (AMNEX) to provide members a new excellent monthly commission program on all long distance calls placed from your Ameritech or GTE public payphones. AFD has worked hard to find you a long distance carrier that will not only provide the highest commission but keep the rates to your end users down. This new program will provide a 20% commission on all long distance calls which is in addition to your current commission from Ameritech.

AMNEX Inc. is a 10 year old publicly held company that specializes in the pay phone industry. AMNEX manages all activities: by providing a quality fiber optic network, courteous bilingual operators, Ameritech and GTE relations, local customer service. commission payment and tracking and monthly report production. You can now become a part of our new no cost, money making long distance program

For more information. call Judy Mansur at AFD (810) 557-9600 or Guy Rizzo at AMNEX (810) 559-0445

### Michigan Lottery News

### Retailers collect bigger redemption commissions

AFD has

hard to get this

well-deserved

benefit for our

members. We

appreciate the

Commission's

cooperation and

look forward to

continuing our

-Joe Sarafa

working

relationship.

worked long and



by Commissioner Bill Martin There are many positive reasons to look forward to

the start of fiscal year 1997, both for Michigan Lottery players and staff, but also for you, our more than 9,000 retailers statewide. A change in the redemption commission policy now

means Lottery retailers will collect much larger commissions - up to \$2.000 - when a winning

instant or on-line ticket (valued up to \$100,000) is sold at their stores.

Effective October 1. 1996, Lottery retailers can expect not only increased sales commissions but also increased redemption commissions. The Lottery will pay retailers 2% of the prize value for any redeemed winning ticket (instant or on-line) with a value up through \$100,000!

For example, a retailer would receive \$100 for selling a \$5,000 "Big Game" ticket; \$2,000 for selling a "Cash 5" ticket that matches all five numbers: or \$500 for selling a \$25,000 instant ticket winner.

A State of Michigan check

will be mailed to the retailer that sold the

See Lottery page 12

### It's Turkey Time!



Eddie Zeer and Gary Davis prepare for our annual Turkey Drive. But they can't do it alone. Volunteer help and donations are always welcome. Please call Tom Amyot (810) 557-9600 and share in the



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AFD Food & Beverage Report Editor

### Chairman's Message

Maintaining your store is

good business



by Mark Karmo

Imagine for a minute: you're on vacation with your family in some large city - maybe New York, Las Vegas, Chicago, San Diego - it doesn't matter where. It's late and while driving to the hotel your wife complains of a headache. She asks you to stop for some pain reliever. You see two convenience stores ahead. One is clean and bright with a tasteful sign in the front and a debris-free, well-lit parking lot. The other is plastered with liquor and cigarette signs, has trash blowing through the parking lot and is in bad need of a coat of

Which store do you choose? Which parking lot would you rather leave your family in while you go inside? Where do you feel safest and most welcome?

I bet you chose the clean, welllit store. I also believe you wouldn't mind paying a little more for your purchase. And if the merchandise is creatively displayed, you may just wander for a few minutes, picking up a snack, soft drink, magazine or lottery ticket in addition to your intended purchase.

Keeping a store clean, well maintained and updated can be expensive but the paybacks are certainly worth the cost and trouble.

To begin with, it is important to follow the Department of Agriculture regulations regarding store cleanliness. They are not an option; they are mandatory. But I say that our stores should do more

that meet safety and health requirements. We should always look for new ways to provide a better shopping environment for our customers. It is important to take pride in our stores. Sometimes we get so used to the way things look that we become

complacent and don't see the wear and tear. We might not notice the litter in the parking lot. The liquor and tobacco signs have hung around so long that we don't even notice them anymore.

Please do this for me: walk outside your store. Close your eyes and imagine you're on the vacation I mentioned. Now open your eyes and look at your store. Is it one that you would want to enter? If the town was unfamiliar,

See Chairman's Message page 20.

Your opinions are important to us! Call AFD at (810) 557-9600 or (800) 666-6AFD. Or write to us at 18470 West Ten Mile Road, Southfield, MI 48075.

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### Calendar

November 21, 1996 Activity Based Costing Hotel Sofitel (O'Hare) Chicago, Illinois EMI Mike McCarthy (202) 429-4277

November 26 AFD Annual Turkey Drive Begins at AFD offices, Southfield (810) 557-9600

December 4 Loyalty Marketing Seattle, Washington (202)429-4517

January 17, 1997 AFD 81st Annual Trade Dinner and New Years Ball Penna's, Sterling Heights (810) 557-9600

February 7 - 9, 1997
Marketechnics '97
Merchandising & Operations
Technology - FMI
George R. Brown Convention
Center, Houston, Texas
(202) 452-8444

April 28 - 29, 1997 AFD 13th Annual "World of Savings" Trade Show Burton Manor, Livonia (810) 557-9600

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AFD works closely with the following associations:













FOOD INDUSTRY ASSOCIATION EXECUTIVES

### We want your "We Card" stories

If you are using (and we hope you are) the "We Card" point-of-sale and training materials to prevent tobacco sales to minors, we'd like to hear from you. Tell us about the reactions from your employees, the communit and law enforcement agencies. We would also welcome suggestions on making the program more effective. To comment, please complete and return the survey below. Your comments, suggestions as well as other news and views will be featured in a future edition of the Food & Beverage Report.

Were the materials received	l in good con	idition yes	no	
Is theWe Card program effe	ective in help	oing you prevent sales o	f tobacco products to	o minors?
very effective	some	what effective	not effective	
Which We Card items have				
Training Video Calenda	ar Sticker	Breakroom Poster	Training Audio	Counter Sign
Window/Door Decal			~	
Additional Comments:		-		

### Letter to the Editor

Editor's note: Halloween beer promotions have been recently critized due to the assumption that they encourage minors to drink. This letter is a response to those criticisms.

Dear Editor,

It's important to remember that Halloween is not just for kids anymore. Halloween has become a national holiday, enjoyed by adults as well as children. Adults celebrate it at

### Halloween is not just for kids

costume parties and at Halloweenthemed promotions in bars and taverns with family and friends – and sometimes, they enjoy a cold beer – just like they would during other recognized holidays.

Our holiday promotional materials – be they for Halloween, Independence Day or St. Patrick's Day – are designed for adults. They have no power to do anything but help adults – who have already decided to drink – choose our brands of beer over our competitors' brands.

When it comes to preventing drunk driving and underage drinking, we are as serious as anyone about these issues, and we are working hard to help develop realistic programs that promote the use of designated drivers among adults and promote the role of parents and peers in helping young people respect the law.

Efforts like these are making a real difference. Drunk driving and underage drinking are both on the decline. The U.S. Department of Transportation reports that in 1995, total fatalities decreased 35 percent since 1982. And the University of Michigan has found that the percentage of high school seniors who report occasional heavy drinking is down 26 percent since 1982. Certainly, this progress is encouraging, but there is more work to be done.

To continue these trends, our community must continue working together on educational programs that will make a real and lasting difference in the fight against drunk driving and underage drinking.

Sincerely,
Bill Ventola,
Special Programs Co-ordinator Central Distributors of Beer, Inc.

### The Grocery Zone By David Coverly



### News Notes

# Kroger dedicated to electronic communication

A company-wide program to erform all communication lectronically has been dubbed Paperless '97" by Kroger of lincinnati, Ohio.

The code name underscores the he chain's commitment to serform all business transactions hrough various electronic means. To eliminate paper, the company will require all business ransactions—from a simple nemorandum to a purchase order—o be handled electronically; nternally or externally.

Kroger says the success of Paperless '97 is most evident in their electronic data interchange program. At a recent National Food Broker's Association meeting, Mike Heschel, executive vice president of information services, said that Kroger's electronic data interchange program was progressing well ahead of the grocery channel, but the chain sought to attain a "best of class" designation.

# Miller Lite, Icehouse and Leinenkugel's Red Lager win competitions

Miller Lite, ICEHOUSE and Leinenkugel's Red Lager were all gold-medal winners at the inaugural World Beer Cup International Competition.

This is the first-ever worldwide competition held by the Association of Brewers, the same group that sponsors the Great American Beer Festival, which is considered the country's most prestigious festival for beers made in America. But unlike this festival, more than 600 beers from 25 countries entered the World Beer Cup, which was held in Vail, Colorado.

Beer experts from Canada, England, Germany, Japan and the United States judged the entries according to strict flavor, visual and aromatic parameters.

### Apples and cherries launch into cyberspace

It's cherry good! That's the response to a new home page on the World Wide Web, sponsored by the Cherry Marketing Institute (CMI). The new Web site http://www.cherrymkt.org is designed for anyone interested in more information about cherries.

Information about apples will be easier to find thanks to the Michigan Apple Committee's new home page. The site is designed to

allow consumers the opportunity to gain information about the Michigan apple industry. The Committee's website address is http://MichiganApples.com.

Though the home page was initially designed for consumers and to coincide with the arrival of this season's Michigan apple crop, in the coming months the website will be expanded to offer information to trade buyers (both

fresh and processed), educators, as well as Michigan apple growers and other apple industry members.

Recipes, menu ideas and nutrition information is available on the web sites. The site also offers information for supermarket retailers and their wholesalers as well as exporters. Materials for the media and food service are also on-line.



### Family Fare opens in Hudsonville

Family Fare Supermarket opened a new store in Hudsonville October 2. Located just off Chicago Drive in the heart of Hudsonville, the new 39,662-square-foot facility is a full-service supermarket, featuring comprehensive grocery, produce, floral, frozen foods, dairy, deli, meat, seafood, bakery and general merchandise departments.

Special services such as the

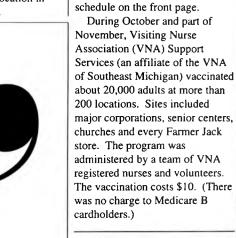
Faregrounds Coffee Shop, a fullservice pharmacy, a full-service meat and seafood department, bulk foods, fax and copier service, and dry cleaning are also offered. The store employs 110 people.

According to Don Koop, President of Family Fare Supermarkets, the company is excited about opening a new store in its own hometown.

"Hudsonville is 'home' to our corporate offices, so opening a

new Family Fare in the community is an extra-special milestone for our company," Koop said. "We're looking forward to serving our friends and neighbors in an exciting new facility."

The new Hudsonville Family Fare will be the company's 12th supermarket in West Michigan. The company has plans to open its 13th West Michigan location in Grand Haven in 1997.



drive

# registered nurses and volunteers. The vaccination costs \$10. (There was no charge to Medicare B cardholders.) Blanche de Chambly chosen world's best white beer

Farmer Jack offers flu vaccinations

In an effort to help stem the flu virus this October, Farmer Jack

Supermarkets helped people get

sponsoring the Visiting Nurse

Association's annual vaccination

All Farmer Jack Supermarkets

provided vaccination schedules.

In addition, each week, Farmer

upcoming week's vaccination

Jack direct-mail circulars listed the

their flu vaccinations by

The Blanche de Chambly was recently awarded the distinguished honor of being the "Best White Beer in the World" by the Beverage Testing Institute of Chicago. The beer is produced by the Quebec brewery Unibroue, Inc.

A non-profit organization, the Beverage Testing Institute of Chicago is an associate member of the American Society for Testing and Materials as well as the Institute of Food Technologists. Its mission is to ascertain the quality, flavor and taste of beers, wines and alcoholic beverages marketed in the United States regardless of the country of origin. The tests are conducted by a committee of expert judges in blind tastings.

The beers and ales of Unibroue are presently available in the U.S., Canada, Europe and Australia. It is represented in the U.S. by Unibrew U.S.A., Inc. For more information, call (954) 784-BREW (2739).



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In the grocery business today, lawsuits are in vogue, rates are rising, and increasing regulations make it more difficult for grocers to succeed.

Here are tips to help you avoid some costly situations:

Fire The biggest claims are often from fires. Losses can total millions of dollars. Prevention is the key. Make sure your furnaces and boilers are properly cleaned and maintained. Keep combustibles away from furnaces and generators. Electrical wiring in old stores also can be a hazard, so be sure to have it inspected. Turn furnaces and appliances off overnight. Avoid using extension cords as permanent or replacement wiring. A sprinkler system is the best way to minimize your losses if a fire occurs.

### Slip and fall accidents inside

Grapes or other dropped fruit create a hazard in the produce department, so keep produce mats clean. Service delis and freezer cases should also have mats. Use wet floor cones and mats at store entrances on rainy or snowy days, and post a wet floor sign on the door.

## Avoiding the most common grocery store losses

Checking floors regularly is not enough. You must give customers fair warning of any potential hazard. Don't leave an unmarked spill unattended. An employee who discovers a spill should have someone else get the wet floor

Slip and fall accidents outside Your liability may depend upon your lease agreement with a property owner. Some agreements don't require landlords to handle maintenance. Many do. Even if the property owner is liable, you still have a responsibility to notify them of potential problem areas.

Make sure your parking lot is well lit. Paint speed bumps, curbs, islands and other raised surfaces outside your store. In icy weather, remove as much snow and ice as possible from the parking lot and

the sidewalk.

If a customer falls, be courteous, compile information from the customer and witnesses, and promptly notify your insurance company. How you handle the incident at the outset may make or break your claim.

Crime Some eight to 10 percent of grocery claims are from crime. The average claim for burglary or robbery is \$15,000 to \$20,000. Fortunately, there are a few things you can do to minimize your vulnerability to a large loss.

You are especially vulnerable on evenings and weekends, when you have a lot of money in the store. Make frequent depositsalways with two people. Keep as little money as possible in the safe and cashier tills. Separate cash from checks in the safe and place

checks in a clear plastic bag. Thieves will leave the checks behind, and you will have cut your losses substantially.

In addition, try to greet and make eye contact with all customers entering the store. Carefully monitor back room and storage areas throughout the dayespecially just before closing. Immediately notify police if you encounter a suspicious person.

False arrest Your bes protection against a false arrest charge is to have a "hold harmless" clause with your security company. That way the security company takes all responsibility for arrests. Also, you can establish an agreement that requires the security to repay attorney fees. If you have a security firm, don't let your employees assist in apprehending shoplifters. Leave it to the security professionals. When your employees get involved, your store takes on additional responsibility.

If you don't have a security firm, we recommend that you stop shoplifters outside. This is to

See Losses page 31



### **Endorsed by:**



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# Season's Greetings. It's Always Been True. This Bud's For You. This Holiday Season Budweiser Reminds You To Know When To Say When.

### Holiday Products

# New tea provides a wake-up call

Extreme Tea is a product that should be particularly popular this time of year as people who celebrate the holidays must still get up the next day and go to work. Extreme Tea has a traditional brewed ice tea taste in lemon, cranberry and diet-cran flavors. It also has the caffeine content of a cup of coffee, or of an expresso-based drink. The caffeine kick comes from a Brazilian herb called Guarana which contains caffeine in its natural, raw form.

Extreme Tea attracts the iced tea market, the coffee/expresso market, and the vitamin/herb market. It is not being promoted as a replacement to a morning cup of coffee. It is an alternative beverage for someone who is looking for a "caffeine high."

Extreme Tea has piggybacked on the 'extreme' craze which signifies living on the cutting edge. It is being marketed to both corporate America and Generation X. For distribution, call Kramer Food Company at (810) 585-8141.



### Calling all 1996 Anniversary Ball Dinner Sponsors!

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-signage at the New Year's Ball
-use of two of your companies products

at dinner (or two extra slides)

\$600 for each additional table

### SILVER SPONSORSHIP

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•quarter page advertisement in the 
<u>Food & Beverage Report</u> (circulation over 10,000) 
•one lable of ten for dinner (preferential seating) 
•signage at the New Year's Balt 
•use of one of your products 
at dinner (or one extra slide) 
•\$550 for each additional table

### TABLE SPONSORSHIP

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•one table of ten for dinner
(preferential seating)
•signage at the New Year's Ball
•1/8 page advertisement in the Food &
Beverage Report (circulation over 10,000)



Don't miss the chance to meet and greet over 1,000 industry leaders! Many of them are your customers. Call AFD Special Events Director, Tom Amyot at (810) 557-9600 for more info.

### Miller prepares for "traditional" holiday season

With point-of-sale materials inspired by Miller Brewing Company's successful "I'll be home for Christmas" television

home for Christmas" television spot, Miller encourages people to celebrate holiday traditions in this year's national promotion.

"The original holiday television ad, first shown in 1977, received such overwhelming consumer response that we are showcasing it again," said Ann Janikowsky, Miller promotions director. "This year's promotion takes the spot's traditional imagery into taverns, restaurants and retail stores."

Elements of Miller's "Home for the Holidays" promotion include a sleigh-based floor display, wreaths, stockings, ornaments, neck hangers, banners, table tents and wall decorations. Special promotional items include brass bell strips, fabric stockings and stocking caps. Brands featured include Miller Lite, Miller Genuine Draft and Miller Beer. The promotion runs throughout November and December.

In conjunction with this year's promotion, Miller is encouraging retailers and consumers to join in its support of the United Cerebral Palsy Association (UCPA), a 14-year holiday tradition. Miller offers a host of point-of-sale materials including UCPA displays, donation canisters, games and clothing items, all designed to encourage consumer donations.

# L&L moves into premium cigars

Just in time for the holidays, L&L Wine World has entered the premium cigar business. Sales Manager Gary Cook says "sales are booming! We anticipated success with cigars and the accessories but this is really quite something. We are working with a great company in Miami and are excited about offering premium Dominican and Honduran handrolled cigars."

Cook adds that L&L Wine World is planning "plenty" of cigar dinners with restaurants and retailers throughout the Metro Detroit area. "If anyone is having trouble getting great premium cigars, they should call us." Cook can be reached at (800) 767-1015, extension 678.

# Anheuser-Bush celebrates holidays with special winter brew

A winter tradition continues with Anheuser-Busch's November 4 introduction of Special Winter Brew, a limited edition beer that



will be available throughout the 1996 holiday season and into the winter months.

Adolphus Busch, the founder of Anheuser-Busch, first created a Christmas Brew in the 1890s. In 1995, the company rekindled the brew with success; in its first year, Christmas Brew became the topselling holiday beer package in December. For 1996, the custom continues with Special Winter Brew.

It is a hearty, flavorful lager that uses a variety of specialty malts including Munich and chocolate malt. Special Winter Brew is available on draught and in sixpacks of specially embossed 12-ounce bottles featuring a festive label. Advertising support will help merchandise the product. For more information, call your local Anheuser-Busch wholesaler.

### Plank Road features festive holiday sales materials

Brightly colored, festive pointof-sale materials from Plank Road Brewery encourage adult beer drinkers nationwide to pick a Plank Road Brand for holiday celebrating this year. The promotion features a holiday tree spectacular, display cards, danglers, case cards and base wrap.

Individual on- and off-premise brand displays are available nationally for Red Dog and ICEHOUSE. The promotion runs from mid-November through the end of the year.

### **Holiday Products**

# Hawaiian bottled water makes splash in Michigan

This Christmas, Kramer Food Company wants your customers to enjoy a little bit of Hawaii right here in Michigan. Hawaii Water is unique because of the purity of the water. A virgin rain forest in Hawaii is where the water begins its 25-year journey. The water naturally filters through lava rock and settles in an ancient aquifer, where it is tapped. A five step

filtration process is used to achieve a virtually mineral-free neutral pH water. The 20-ounce and 1.5 liter bottles are eye-catching. They are diamond cut to illustrate the water's purity and P.E.T recyclable with a slip-on, glueless label that makes them very environmentally friendly. For more information call Kramer Food Company at (810) 585-8141.





### Michigan Lottery News

### Lottery

Cont. from page 1.

winning ticket, and checks will arrive about the 15th of the month after the ticket is redeemed at a Lottery office.

This increased commission structure is great news, especially combined with the launch of "The Big Game" and the variety of instant games already at ticket counters. Your Lottery customers will be winning more than ever, and you'll be collecting more commissions than ever!

Michigan Lottery players are showing just how many great prizes can be won in "The Big Game." Through the first five drawings, Michigan residents have won more than \$7 million, more than any other state. Those winnings include the game's only \$5 million jackpot winner so far, as well as five \$150,000 winners!

"Big Game" winners are coming from everywhere in Michigan, including Eastpointe, Chesterfield Township, Trenton, Lansing and Albion.

With that kind of winning, Michigan Lottery players will look forward to even bigger winnings in the months to come, and that's good news for everyone.

November also marks the start of three new instant games from the Michigan Lottery: the \$2 "Holiday Cash" boasting a top prize of \$25,000; the \$1 "Joker's Wild" with a chance at up to

\$1,200; and a cool \$1 "Winter Doubler" ticket, with a top prize of \$5,000.

Are your instant-game players looking for a way to get more for their Lottery dollars? Why not suggest they take a trip on the new "Road to Riches," the Lottery's new weekly television game show! With more cash prizes and more bonus prizes in every round of play, contestants on "Road to Riches" have quite an adventure.

The new game premiered September 14, and through the first four weeks of the new show, more than \$140,000 in cash prizes and a bonus Caribbean cruise were given away! While the newly formatted show still offers contestants a chance at the top prize of \$50,000, what contestants will find most appealing is the chance at higher second- and thirdplace prizes of \$20,000 and \$10,000. Don't forget quick bonus cash prizes of \$100 and \$250, and a Caribbean cruise for two, for the lucky contestants who find them while traveling "Leisure Lane" and "Boulevard of Bucks."

Entry in the "Road to Riches" weekly drawing remains the same: contestants send three different non-winning instant game tickets, along with their name, address and daytime phone number to "Roads to Riches," P.O. Box 30077, Lansing, MI 48909.

# Hungering for a complete pizza program...

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### Legislative Update

Cont. from page 1.

Michigan has declined by more than 20 percent since 1993. This represents the largest decline among the nation's largest states. The Bureau reported that in 1995, an estimated 12.2 percent of Michigan citizens were living in poverty. That level compares with 14.1 percent in 1994 and 15.4 percent in 1993. Michigan was one of only nine states in which poverty declined between 1994 and 1995.

This good news comes on the heels of an announcement made by the United States Department of Commerce showing that Michigan ranks number one in the nation in income growth from 1991 to 1995. During that period, income per person in Michigan grew 25.2 percent, while the national average rose 18.2 percent.

More updates page 14

### **New Miller** Beer joins America's popular beer family

For more than 140 years, Miller Brewing Company has created a variety of beers to satisfy beer drinkers' tastes Each beer - Miller Lite. Lite Ice, Miller Genuine Draft, Miller Genuine Draft Light, High Life, and now Miller Beer - is brewed with the highestquality ingredients and brewing traditions that have been handed down for generations.

New Miller Beer is brewed from the 'heart



Miller Brewing adds new Miller Beer to its family: Lite Ice, Miller Lite, Miller Beer, Miller Genuine

of the hops" for a fuller flavor with little bitterness; Miller Lite is a great-tasting, low-calorie premium beer; Miller Genuine Draft is a premium beer brewed using a patented cold-filtered process; and High Life is a traditional American full-flavored lager.

### Beer drinkers call for Miller Beer the one with the red label

As new Miller Beer becomes available in bars and restaurants across the country, the brand is quickly becoming known as "Miller with the red label.

Paul Roller, president of Miller Brands, a Miller wholesaler in Milwaukee. Wis., says that referring to the brand's distinctive red packaging graphics to an easy way for beer drinkers to order the

This helps out through the clutter in many busy bars," says Roller.



# Miller introduces brand new beer bearing family name

### **Brewmaster:** "Miller Beer makes thirst worthwhile"

By Mike Gilman

When you craft a beer that stands out from the crowd, picking a name is easy - you name it after

vourself. That's what Miller Brewing Company has done with its new creation Miller Beer.

"We take a lot of pride in creating a beer so good, we're just calling it who we are," says Miller Brewmaster David Ryder.

Available nationwide this spring, Miller Beer is a pre

mium, mainstream beer with a full, rich flavor. The secret is a special brewing process using the best part of the hops - what Miller calls the heart of the hops."

"Hops are what give beers their individual, distinct taste." says Ryder. "Using the heart of the hop results in a beer that's big in flavor, short on bitterness and a taste that goes down easy

Tastes and preferences in beers are evolving. adds Ryder, who points out that the popularity of light beers indicates some people want beers

that are easy to drink and not bitter or filling. At the same time, other people want fuller-flavored beers - witness the interest in micro-brews and specialty beers



Miller Beer's distinct red label makes big impact with beer drinkers

"For a beer that's full of flavor with less bitterness, and remarkably easy to drink."

New Miller Beer stands out on the shelf, too. A striking red, blue and white logo in a traditional brown bottle makes it easy to identify

Miller Brewing Company xpresses confidence that Miller Beer represents a new standard for premium, mainstream beers.

### **Experts agree: New Miller** Beer dethrones the competition

By Peter Marino

Throughout time, the ultimate test for an up-andcomer has been to challenge the champion. In the beer industry, where taste is king, the most direct challenge is a taste test.

In an independent, blind taste test conducted by a major metropolitan daily newspaper with three wellknown beer experts, new

Miller Beer soundly defeated the top-selling beer in the American premium main

### "It's a better beer."

-Dennis Davison, beer judge

stream beer category, which is the largest segment in the beer industry and includes a variety of full-calorie products.

Following the conventional rules for a taste test the three experts, all of whom have judged numerous professional beer competitions in the past, scrutinized their beers for nearly half an hour and then all three - one a native of England, one German-born and one a Milwaukee native, scored new







The smell, the look, the taste. Professional beer tasters judged new Miller Been (from left to right) Dennis Davison, Jerry Uthemann and Brian North

Miller Beer the taste champion. With comments such as .good malt balance." "...fuller

flavor, nice finish." - ...nice follow-through with hop flavors." "... it's a better beer." the experts were unantmous in their assessment of new Miller Beer

We found out how you can conduct your own taste test. Try it with Miller Beer and the leading American style lager. Here's how

### The heart of the matter

### Quality hops mean big flavor, smooth taste

In a proprietar brewing method Miller Brewing Company is using "the heart of the hops" to brew a beer with full flavor but very little bitterness - new Miller

With 140 years of brewing under its belt. Miller spent

more than two years crafting this new beer brewed with only the best part of select hops

"Hops are the spice of beer adding their own special taste, aroma, texture but also bitterness," explains David Ryder, brew master for Miller

When brewing new Miller Beer, we use



of the hop to produce a rich flavor that diminishes the bitter charac teristics typically associated with full-flavored beers says Ryder. This gives Miller Beer its smooth taste and rich (exture.)

The new brewing process also gives Miller Beer richer flavor by allowing the use of four times more hops than are typically used in premium mainstream beers

texture, but in the case of new Miller Beer, less bitterness," says Ryder

### YOU BE THE EXPERT

Gather some friends or "tasters," two pilsner-style glasses per taster, Miller Beer and the challenging beer of your choice in the American style premium lager category. Use the score card below. Each beer should be scored on color, amma, flavor, smoothness/easy to drink and less bitter aftertaste.

Chill both beers to approximately 38 degrees Fahrenheit. Ask a non-taster to pour both beers behind a shield to ensure an ob-blind fusiting. Ask each participant to taste the beer and-their rating in each entagon, using I pour to 5 (great) for each acteristic. Repeat this process with the second beer, gather al-cards and compare. The beer with the higher score is your faste test winner.

The state of the s	Beer	Other
lor		

3. Full-Bodied Flavor
-----------------------

1. Golden Co

2. Aroma

4. Smoothness, Easy To Drink

	4	-
	7	
	9)IIIII	
-		-



Beer makes thirst worthwhile. So, try it and let us know what you think. You can reach our brewmaster David Ryde

©1996 MILLER BREWING COMPANY, MILWAUKEE, WI

## MLCC moves on privatization plan

At a special meeting held Tuesday, July 16, 1996, the Michigan Liquor Control Commission (MLCC) unanimously voted to make public a new administrative rule which allows for the certification of authorized distribution agents. This decisive step will profoundly affect the distribution system for liquor in the state.

Pending certification by the

Legislative Services Bureau and Office of Regulatory Reform, as well as the approval of the Joint Committee on Administrative Rules, the addition to the "Spirits" rule clears the way to implement privatization of the state's current system of distributing liquor throughout Michigan.

"Since litigation against the Commission has been dismissed in Ingham County Circuit Court, the

Commission feels it can now move forward with a definite implementation date," said Commission Chairman, Senator Phillip Arthurhultz. The Commission unanimously approved a motion which set the specific date of January 12, 1997, to put the government-run distribution system into private hands.

The Commission also adopted a

motion which instructs the Commission and its staff to take all necessary and appropriate actions to ensure the effective and efficient implementation of the plan to privatize liquor distribution. These steps include, but are not limited to, the closing of existing state controlled warehouses and stores, and the termination of state employees and other various distribution agreements.



is making news!

Announcing Distribution Rights\* to the Following Suppliers:

Mile High Brewing Co.—Timberline William and Scott-Rhinochasers

Warsteiner Imports-Warsteiner Frog Island Brewing—Frog Island

Friends Brewing Co.—Helenboch, Georgia Mountain

Blue Hen Brewing Co.-Blue Hen Beer

Bad Frog Brewery-Bad Frog Beer

Nigerian Brewing Co.-Star, Gulder, Legend Slo Brewing Co.—Slo Brewing

Great North Coast-Juve Caffeinated

GOS International—Dona Consuelo (Chile)

Eat Me Foods Co.—Skeleteens

King Brewing Co.—King's Ales

Lehmann Farms, Inc.—Mixers and Condiments

\*Check county assignment on beers with our account executives. Direct deliveries into 10 counties in Southeast Michigan—Monroe, Lenawee, Washtenaw, Livingston, Genessee, Lapeer, St. Clair and Wayne, Oakland and Macomb

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General Manager

### License fees phased out under new law

The U.S. Department of Agriculture (USDA) has proposed a rule to implement the PACA reforms signed into law by President Clinton last November. The Perishable Agricultural Commodities Act (PACA), which was enacted in 1930, establishes a code of fair trading practices for the marketing of fresh and frozen fruits and vegetables. Under the new law, there is three-year phase out of license fees paid by retailers and grocery wholesalers. Retailers and wholesale grocers are still covered by PACA, but after November 14, 1998, retailers and grocery wholesalers will not be required to pay an annual license

### Gambling **Commission** established

In August, President Clinton signed a bill to establish a commission to study the impact of gambling. This committee will explore the relationship between gambling and crime and assess gambling's impact on families and the economy with authorization to subpoena documents. The commission is required to submit a report in two years.

The President said that he believes too often, public officials view gambling as a quick and easy way to raise revenues. The study will explore gambling's hidden costs.

# Deck your walls with books of tickets



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The more instant tickets you stock and display, the more customers will buy, making this holiday season one of your strongest sales periods ever. After all, the new \$5 Surprise Package yields the highest commissions yet, and the popular \$2 Holiday Cash is back! The Michigan Lottery also offers lots of other games you can stock that all make great gifts for last minute shoppers. So take advantage of this opportunity. Make sure your walls are adorned with tickets in time for the holiday crowd.

# Vegetarianism goes mainstream as Americans seek to limit dietary fat and cholesterol

The face of good-for-you food marketing is changing with the "mainstreaming" of vegetarianism, according to findings released recently by New York-based research firm FIND/SVP, Inc.

A study reports that while specialty stores still account for the bulk of overall sales of vegetarian foods, mass-marketers are introducing or expanding natural-food/health-food sections at a brisk clip. Meanwhile, supermarkets have become the largest distribution channel for meat alternatives, accounting for 52% of sales.

American consumers are attracted to a vegetarian lifestyle for a variety of reasons, ranging from the ethical (compassion to animals) to the

pragmatic (vegetarian meals are cheaper and easier to prepare).

Teens and young adults, who consider vegetarianism "in" and represent an increasingly important target market for vegetarian foods, are often influenced by vegetarian celebrities

whom they admire, from Madonna to animated superstar Lisa Simpson.

However, surveys show that health is by far the most powerful

> factor encouraging the avoidance of meat. Vegetarian foods tend to be lower in fat and much lower in saturated fat than animal foods, and are by nature

cholesterol-free. Vegetarian diets have been linked with lower rates

> of heart disease. cancer, diabetes, obesity, blood pressure, and other chronic conditions and diseases. Therefore, analysts quite

reasonably conclude that vegetarian products are becoming mainstream at retail, primarily because of

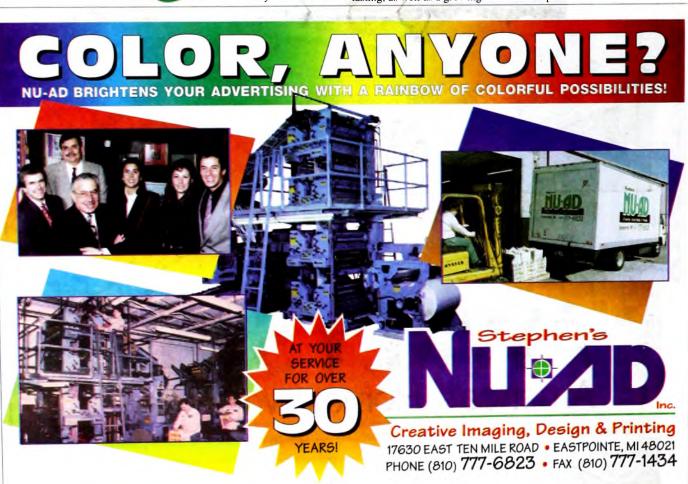
consumers' very mainstream fat/ cholesterol concerns.

Vegetarianism may be "fashionable," but it is no fad. Rather, vegetarianism is a lasting, as well as a growing phenomenon. Indeed, the Packaged Facts study reveals that the market for vegetarian alternatives to meat and dairy products has risen dramatically in the past five years, from \$138 million in 1989 to \$286 million in 1994. The forces propelling this growth will catapult the market to \$662 million by 1999, when sales of meatless prepared meals will reach \$29.5 million; dairy alternatives, \$286 million; and meat alternatives, \$347 million.

And with health concerns the primary motivating

factor in vegetarianism, fatand cholesterolreduced foods that are made without animal products can expect an enthusiastic

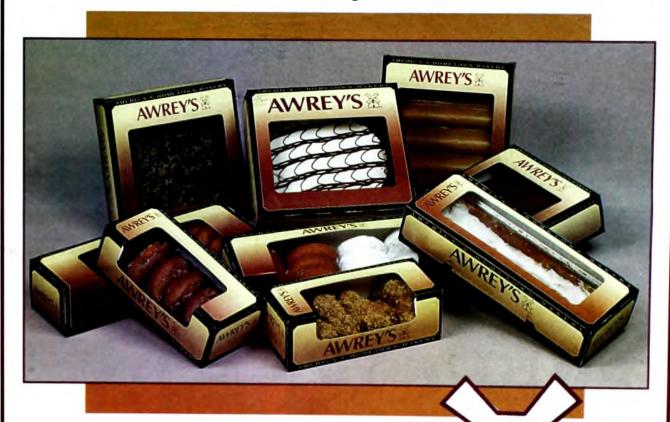
reception from consumers.



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Now we've made a good thing even better with the introduction of bold, new, reclosable packaging. New packaging, outstanding products, and a positive attitude assure you increased profits and greater customer satisfaction.



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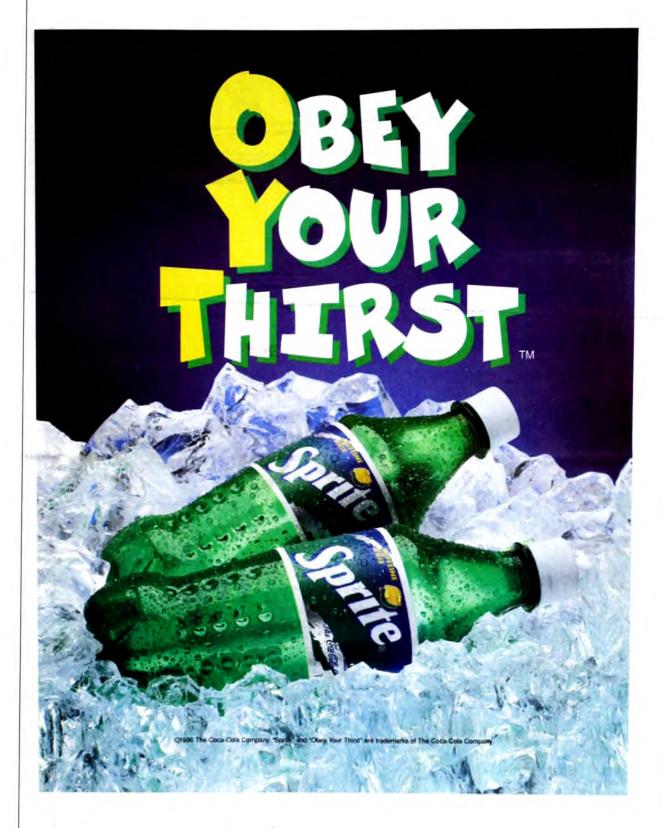
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- · Spartan Stores, Inc.



### AFD Service

# American Express Money Order agents to switch to new Western Union brand

### —Money order conversion set to begin

The merger between First Data Corporation and Western Union's former parent is bringing some more exciting changes—a new Western Union<sup>o</sup> Money Order available nationwide. That's right nationwide.

Western Union soon will be one of the nation's premier money order brands. It won't happen overnight. It'll take about eight months. That's how long it will take

some 30,000 American Express® Money Order agents to switch over to the new Western Union® Money Order brand.

WESTERN MONEY UNION ORDER

This massive conversion is taking place as a result of American Express Company's spin-off of First Data Corporation. American Express effectively left the money order business as the spin-off took place more than four years ago.

However, by mutual agreement, money orders continued to be marketed, sold and processed under the American Express brand by FDC's payment instruments subsidiary, Integrated Payment Systems. That agreement comes to an end in April 1997, at which time money orders may no longer be sold under the American Express brand.

Now the Western Union brand is taking its place. And money order agents across the country stand to gain.

"The power of the Western Union brand

is significant," said Richard Hammond, vice president of retail payment services for Western Union North America. "Research shows that 98% of the U.S. population recognizes the Western Union name. Between our name awareness and extensive agent network, we believe Western Union will soon become the dominant money order brand."

In preparation for the conversion, Western

Union teminated its agreement with Mid-America Money Order Company, which had been issuing and processing

Western Union Money Orders.

The new Western Union Money Order will be marketed by Western Union and issued and processed by its FDC sister company, Integrated Payment Systems.

If you already sell Western Union<sup>®</sup> Money Orders, you still get the great brand name. Now, you'll get an even better product.

Existing agents will be going through this brand conversion over the next eight months, further expanding the scope and power of the Western Union brand. But you also have an opportunity to get in on the ground floor of the latest opportunity in money orders. If you're interested in becoming a new Western Union Money Order agent, call us today at 810-393-2428., or call Judy Mansur at AFD at 810-557-9600.

This program is endorsed by AFD.

### Chairman's Message

Cont. from page 3.

would you want your family going in that store?

Now go inside and look with fresh eyes. Is the lighting bright and cheerful? Are the aisles clean, clear and well swept? Are the perishables fresh or are some still left past their sale date?

There is a lot of competition in our business and the store that looks the most appealing will certainly get the lion's share of the business. Don't be afraid to put money back into your store.

Money spent on upgrades will come back to you in added sales.

# If you don't know, don't give

The holiday season is upon us and charities come out full force, this time of year. It seems like every other call is from someone who wants money for a good cause. However, I'm warning you that the holidays are also peak season for con artists. Some unscrupulous people use this time of year to play on other's sympathy and use the name of a charity or civic organization to ask for donations that go directly into their own pockets. They say they are from your local police department, fire department or charity and they solicit money over the phone.

This is so unfortunate, since these people are ruining it for the legitimate charities that rely on donations to fund their projects.

So how can we tell a con artist from a true charity? Ask for proof in writing. Don't donate money over the phone and never give your credit card number to someone soliciting from you. If you are unsure about a charity, call the Better Business Bureau. If a police or fireman's organization calls, it's a good idea to check them out by calling your local precinct or fire station to determine if the caller is legitimate.

There are many deserving charities in need of our help. Let's make sure that our hard-earned dollars go to them and not to some con artist.

In closing, I would like to wish all AFD members and their families a very happy and safe Thanksgiving.



means more

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why?

The Michigan Lottery's Daily 3 & 4 Games are adding a NEW 12:59 pm drawing

Mid-Day drawings start on Monday, December 16

Now Daily Players can play
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Tell Your Daily Players... and

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Ask your Lottery Sales Representative about the details.

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### Spartan announces organizational changes

























Spartan Stores, Inc., has announced several executive changes. These changes were made in order to strengthen the executive management level of the company, to involve this level in the company's strategic planning, to facilitate succession planning, and to help carry out Spartan's current strategic

Denny Otto has the new title of vice president sales and marketing, reflecting his added accountabilities of procurement. Otto joined the company in 1991 and has been vice president retail marketing and operations since 1994.

Tom Berg was promoted to director of corporate brands. He has been with the company since 1980.

Dave DeWildt was promoted to director of printing and design. With the company since 1976 and printing and design manager since 1988, DeWildt is accountable for all inhouse printing.

Sally Lake was promoted to director of marketing. Formerly sales promotions manager, Lake has been with the company since 1985.

John Sommavilla was promoted to director of perishables procurement. In this new position, all perishables purchasing departments report to Sommavilla, who joined the company in 1985.

Dick Lampen was promoted to director of budgeting and activitybased management. Formerly director of finance, Lampen joined the company in 1981

Dick Westerhof was promoted to director of finance. He joined the company in 1977 and most recently served as financial management manager.

Mike Faulkner was promoted to director of business development. He joined the company in 1976.

Gary Evey was promoted to communications manager. Joining the company in 1987, Evey most recently served as corporate communications manager.

Bob Straessle was named operations control center manager. Straessle has been with the company since 1988.

Bob Cook is now accountable for the entire perishables warehouse operation. With Spartan since 1967, Cook had served as outbound perishables manager since 1995.

Chuck Curtiss is now accountable for the entire grocery warehouse operation. Curtiss had served as outbound grocery manager since 1992. He has been with the company since 1979.

Spartan Stores, Inc., is a retailowned grocery wholesaler and distribution center serving nearly 500 stores in Michigan, Indiana and

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# Lysczarz Foundation seeks donations to meet their \$1 million goal

Al Lysczarz says that the happiest days of his life were the 44 years he spent in the food industry. His work was a safe refuge from the debilitating disease that stole both of his sons.

Al and Dorothy Lysczarz's two sons, John and Ken, lived and died with Muscular Dystrophy (MD). The way they lived with MD was remarkable. The two brothers started the Lysczarz Foundation in 1975. Both were amateur musicians. They hosted benefit concerts to raise money for MD; their goal was to raise \$1 million.

Two decades later, the Foundation is the largest non-corporate contributor in the nation. Now run by Al and Dorothy, the Lysczarz Foundation has raised \$875,000. They only have \$125,000 left to reach their \$1 million goal.

Al is reaching out to the food and beverage industry for help because it has been his home for so long. "The finest people in the world are the people in the food industry. I will never forget my last employment with Chatham. They always gave 102 percent for my two sons and the fund-raisers," he explained.

Al Lysczarz started his career as a young boy in the meat department of Kroger on Chene and Lyman. Before retiring he worked at A&P, Big Bear Markets, National Food Stores and Chatham Supermarkets.

The Foundation is seeking donations from AFD members. For further information, please call MDA at (810) 228-0000 or Al Lysczarz at (810) 677-0222.

### Paramount Coffee Company appoints vice president

Paramount Coffee Company has appointed Steve Morris as vice president of sales. Morris has been with Paramount since 1993. He has extensive experience in the hospitality industry. Paramount Coffee Company is a leading coffee supplier for the foodservice industry in Michigan, northern Indiana and northern Ohio.

Paramount Gourmet
Coffee appoints
assistant sales manager

Paramount Gourmet Coffee, Ltd., recently appointed Dan Kreft as assistant sales manager. Kreft will focus on Paramount's Direct Store Delivery System. A graduate of Michigan State University, Kreft has extensive experience in developing and implementing market strategies and food service management.

Headquartered in Lansing,
Paramount Gourmet Coffee is a
division of the Paramount Family
of Companies sters and
distributors since 1935.

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O 1995 CENTRAL ALARM BIGNAL, INC.

Green food packaging means
"lowfat" to shoppers

(Naples, NY) has dubbed "Healthy Choice Green" to designate notable joint ventures with food industry heavyweights, has

Crayola doesn't have to think about creating a new space in its lineup quite yet, but more and more marketers are using what the Market Intelligence Service (Naples, NY) has dubbed "Healthy Choice Green" to designate healthy foods, observes the *Lowfat Monitor*, a publication of FIND/ SVP, Inc.

ConAgra's first Healthy Choice products debuted in 1989 in bright green boxes; an aggressive brandextension strategy, aided by notable joint ventures with food industry heavyweights, has realized ConAgra's mission to create a "sea of green" in grocery stores.

Ironically, however, ConAgra's marketing of Healthy Choice has been so effective that the green packaging sea that is emerging is



composed substantially of rivals' products. No longer the exclusive province of Healthy Choice, green has become the designated color for light foods, especially lowfat foods.

Over the past year, numerous and varied lowfat/low-cholesterol foods appearing in the Lowfat Monitor's Products Tables were wrapped in green, and they represented every aisle, refrigerator case, and freezer in the supermarket, ranging from sweet baked goods to salty snacks to dairy products to frozen desserts to meals and entrees. Among the revered brand names exemplifying this trend include Nabisco, Betty Crocker, Keebler, Frito-Lay, Pepperidge Farm, and Heinz, as well, of course, as Healthy Choice.

Why green? According to the recent issue of the Lowfat Monitor that analyzed this trend, the color green is an appropriate choice for light and healthy foods, as it connotes a host of positive and broadly interconnected images and ideas: freshness, youth, renewal, nature. Green is also the color of the environmental movement, which, in turn, is associated with healthy eating. For example, the growing interest in vegetarianism is prompted by both health and environmental concerns.

Label claims are an excellent marketing tool, and consumer surveys show that shoppers are examining, and understanding labels more than ever before. The exception to the rule is the venerable Entenmann's line. For while the reduced fat line is produced in green, Entenmann's fat free products persist in their bright yellow-banded packaging.

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If you can't get Cigars - don't worry ...
We Can! Call Today

### Practical advice on saving energy from Detroit Edison

### Hot Water...Cold Cash

While water heating may not be a major expense for your business, it's still an area where you can easily conserve energy and lower overall utility costs. Consider these tips — many of them simple, do-it-yourself measures — to keep yourself in hot water for less.

#### **Control Heat Loss**

Heat escapes from your hot water tank in two ways: 1) it radiates through the tank's wall; and 2) piping at the top of the tank acts like a "wick," drawing heat and releasing it to the surrounding air. To prevent these heat losses and reduce the energy required to maintain the hot water temperature, wrap the tank with insulation and insulate the first 10 feet of both the hot and cold water pipes. This simple measure can reduce your water heating cost by 10 percent or more.

NOTE: If your hot water system is less than five years old, check with the manufacturer or read the instruction manual thoroughly before implementing these measures; installing water heater insulation may void the warranty on certain newer models.

#### Check Your Temperature

Experts estimate you save one to two percent of your water heating cost for every one degree that you reduce the water heater temperature. Be sure to check with local health authorities to make certain a temperature reduction will be within lawful limits.

#### Eliminate Hot Water Waste

Self-closing faucets help ensure hot water isn't left on unnecessarily. At a kitchen sink, for instance, where the need for water varies but may be considerable, a foot-operated faucet valve may be most useful and will leave the operators' hands free. For lavatory faucets, a lever or push button control is often used. Another simple alternative is to install a single mixing faucet to prevent the waste of both hot and cold water that occurs when separate faucets are used.

#### Maintain

A dripping hot water faucet is money down the drain. Eliminating hot water drips is a quick and simple maintenance task.

Remember to flush out sediment from the bottom of your hot water tank at regular intervals, as well. Any tank-type water heater loses efficiency if sediment accumulates and inhibits the transfer of heat from the heating element to the water. Periodically open the drain valve near the bottom of the tank and draw off water until it runs clear and sediment has been removed (probably two to five gallons). In most areas, flushing the sediment twice a year is usually sufficient. If your water supply has high mineral content, flush the tank more

frequently.

### **Tap into Additional Savings**

If you're willing to make a larger investment now for long term savings on water heating, consider these three options. Replace your existing water heating system with one offering a higher EER (energy efficiency rating). Relocate your water heating system to place it closer to the major areas of hot water use. Investigate heat reclamation

systems. Reclamation systems capture heat that otherwise would be lost — from lighting, heating, air conditioning or refrigeration systems — and use that heat for another purpose, such as preheating water coming into your water heating system. Your mechanical contractor can help you determine if this is an economic alternative for your business operation.



# Vic Ventimiglia - the man who put the class into Vic's World Class Market

by Danielle MacDonald

Culture (modern, old and ancient), fabulous food, historic sites, varied and stunning scenery, rustic displays, jagged rooftops, antique windows and columns and street lights - a trip to Vic's World Class Market in Novi leaves one wondering what is behind the man who can turn a romantic idea into an attainable goal with the crisp efficiency of a theater performer.

Vic Ventimiglia, owner of Vic's World Class Market, is the product of a long line of specialty market grocers. In 1929, his grandfather Tony immigrated to Michigan from Sicily. Italy where the streets were lined with make-shift grocers touting their wares. According to Vic, "my grandfather came here to live the American dream."

The American dream has come

true for the Ventimiglia family but they never forgot their Sicilian heritage. In 1943, Tony and his only son, Victor, opened their first Italian specialty market. Ventimiglia Italian Foods. It was located in the Harper and Gratiot area of Detroit. They took pride in their produce quality and they took care of their customers. By 1980, the family had opened their third Italian specialty market. The Ventimiglia family had made a name for themselves in America.

At the age of nine, Vic Jr. began his career in the specialty food business working for his father as



a bagger. "Work was always a way of life for my family." He jokes that it wasn't an option but it wasn't a chore either. By the age of 16, Vic was the produce buyer for all three Ventimiglia Italian Food stores, working under the direction of his father, Victor Sr.

Vic describes his father as a "conservative man with old-country values and an old-country work ethic." Against the advice of his father, Vic ventured out on his own in 1987 when he was only 31 and opened Vic's Quality Fruit Market in Southfield, a 7100 square foot specialty market. Victor Sr. "is a very conservative man and felt that my rent was too high to make a decent profit; in a

word, he said I was crazy."

The public's response to Vic's Quality Fruit Market was overwhelming. "I was not surprised by the success," he explains. "I had been in the specialty food business for 22 years by this point and I knew what the customers wanted and I gave it to them." Vic expanded the fruit market a year and a half later to 8300 square feet. But by 1992, he had outgrown the store in Southfield and moved across the street to his present location in Beverly Hills. With 21,000 squarefeet at his disposal, Vic added the word gourmet to his menu.

It would be hard to deny Vic's success but it was not an easy road. Money was tight when he first opened the market in Southfield. "In order to make some extra money, I went down to the Eastern Market on the weekends and sold produce." The time he spent at the Eastern Market would change and challenge the way we view gourmet specialty food markets. It was the ambiance of the individual vendors at their produce terminals in the Eastern Market that helped develop the dream of Vic's World Class Market.

Opened in March 1995, all 88,000 square feet of Vic's World Class Market in Novi were designed to look like a European town square market. "If you took the roof off, it would look like a small village," explained Vic. Small? - well not really. Vic's World Class Market is the largest specialty market in the United States; 80 percent of the store is perishables.

The theatrics of the market are hard to miss with its 25-foot walls, storefront windows and the semblance of apartments and offices high above the storefronts. It is like entering a world unto itself. Despite the overwhelming size of the market, it is conveniently compartmentalized and easy to shop.

Just as in any produce terminal in the Eastern Market, each different department has its own theme with props and lighting to match. There is a prepared food section, a gourmet deli, a wine and humidor department, a full-line bakery, and a fresh meat department including a familypack room where all beef is USDA Choice or higher. Vic also touts his open air seafood department which is the only one in Michigan. The market is exceptionally unique with its own coffee bar equipped with fresh juices to order, not to mention a '50's soda bar, an 8,000 foot greenhouse, and a floral department with a walk-in cooler.

The grocery section is composed of 90 percent gourmet products. Based on survey results, Vic recently added more staples such as toilet paper, detergent and cereal. But he cautions, "this is a gourmet market." Vic's greatest challenge is adding his unique gourmet to the gross margin. "We spend hours discussing how to package and price our products,"

package and price our

See World Class
Page 27



### World Class Cont. from page 26.

explained Vic. "A loaf of bread with some sun-dried tomatoes and fresh basil can add the perfect profit margin."

The upper level at Vic's is also World Class' with a full-service restaurant employing 60 people and seating for over 100 guests. There is a banquet facility that has regular special events such as wine ustings and cooking classes, to same a few. "We do rent out the banquet hall and we offer full catering and floral service." Vic adds that "we will also do wine ustings in your home."

Vic has an oustanding mix of competively priced produce and high-end specialty products. If all his sounds too cold and informal. hink back to the merchants at the Eastern Market, "I have 180 wellrained employees here to answer **he** customer's every question; the econd someone enters the wine department, for example, an employee will be at that customer's side offering advice." Vic is able to keep superior mployees because "I am an industry leader with employee wages." Vic s business milosophy, taken from mentor and In ther Victor Sr., is quality and pervice so it is no surprise that he places a heavy emphasis on wellrained and well-paid employees.

It is the business philosophy of Victor Sr. that guides Vic's success; "get up early and go home late because what you put into your business is what you get out of your business." Although Vic may not be as conservative as his father in business, his work ethic and his character echo the old-world family values of a proud Sicilian businessman. Just as his father did, Vic works seven days a week and his days start before 5 a.m. What is next for the man who put the class into Vic's World Class Market?

"The next 10 years will be the most fun of my life," mused Vic. That does not mean that Vic is planning to retire and enjoy the 'fruits of his labor.' He won't say what his future plans are but at the young age of 40, we can surely expect to hear from Vic Ventimigha again very soon.

### Metro Beverage makes changes

Metro beverage is making news. Since the company's opening in December of 1995, sales volume has grown rapidly, says Jim Leonardi, company president. "This growth triggered two events during September," says Leonardi, "first we moved our business into a modern 10,000 square-foot warehouse located north of 15 mile between Mound and Van Dyke. This building is over three times the footage of our original site in Fraser." Leonardi has combined the administrative offices of his successful food and beverage brokerage-J.P.L. Marketing, Inc. (810) 268-2803

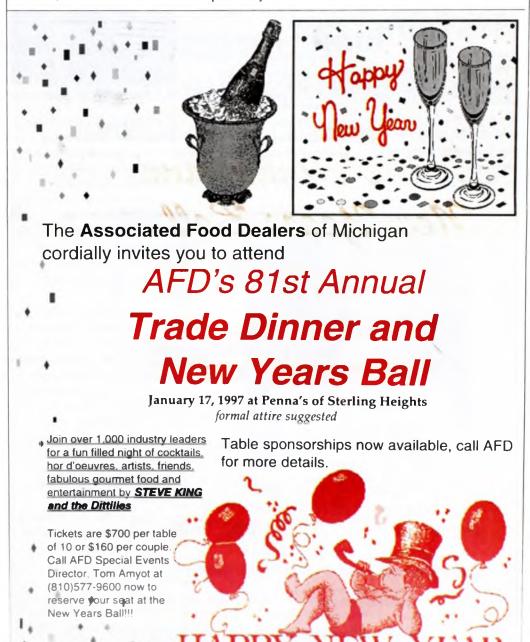
into corporate office space within Metro Beverage.

The second major event occurred on the personnel roster with the addition of local industry veteran Brian Greenlee as General Manager and minority partner. "Brian's 25 years of experience, outstanding reputation, and industrywide contacts will help us continue to build our professional sales/distribution organization," says Larry Lulich, Metro Beverage's vice president. Greenlee will be responsible for sales force development, supplier contacts and relations, and chain headquarters key account calls.

"Greenlee will take our company to the next level," concludes Leonardi.

Greenlee was the general manager of the Frankenmuth Brewery until a tornado destroyed the brewery in late June. Since arriving at Metro Beverage, Greenlee has stayed busy building the brand portfolio.

Metro Beverage, Inc. now serves the 10 county area of Southeast Michigan including Wayne, Oakland, Macomb, Monroe, Lenawee, Washtenaw, Livingston, Genesee, Lapeer and St. Clair. For more information call (800) 337-9639.



# Label company has true sticking power



# BOLLIN L·A·B·E·L

by Kathy Blake

Hard work is vital to the success of most businesses, but a little fun can help too. Jerry Bollin took the time to share a laugh with grocers years ago when he made the rounds as a carpet shampooer representative. A little conversation here and there made

Bollin aware of the needs of grocers. He set out to fulfill one of those needs and in effect, developed a successful label business, Bollin Label Systems of Toledo, Ohio.

Bollin's family has been in the grocery business since 1912 when they opened a neighborhood grocery store. Jerry worked at the store until 1964 when Toledo Urban Renewal bought the building and the contents were sold to another grocery firm. That was when Jerry founded Bollin Distributing Company and began



Mark Bollin, Chris Younkman, Jerry and Jeff Bollin

distributing carpet shampooing products and vacuum bags to grocers. As grocers began using labeling guns for pricing merchandise. Bollin started distributing the guns, pricing tags and labels as Bollin Label Systems. In 1976, Bollin purchased its first press, a onecolor ticko press to fill the need for grocery store bakery and deli labels

Now the tri-state company considers themselves "experts in supermarket labels," said Ellen Emch, marketing manager. Bollin has grown to become one of the Midwest's leading manufacturers and distributors of labels for business and industry. To accommodate growth and demand, Bollin has upgraded in the past few years with a 6-color and a 4color Roto press. The company is developing a state-of-the-art, electronic, in-house art department with capabilities to provide all prepress needs including: creating logos, designing labels or duplicating existing labels. Having IBM and Macintosh compatibility as well as all the popular graphics software gives the art department greater flexibility in altering images to

meet press specifications. Quality control procedures are in place to ascertain that negatives will meet press specifications and the barcode software is calibrated daily.

"Bollin produces a full-line of stock general-purpose labels and they design and manufacture custom labels that include scale labels," said Emch. The company sells labels for industrial application in bar coding and packaging as well as point-ofpurchase price cards, name plates, product ingredient labels, tamperproof labels and tire labels, to name a few.

Bollin is a master distributor of Monarch guns and labels and the company also distributes PSI paper supplies, Ready Flow sign card and pen sets, retail merchandising aids, computer ribbons, and cash register and adding machine rolls.



See Bollin page 32



dental plan in Michigan is still available to you for as low as \$8.00 a month.

For the highest dental benefits and lowest out-of-pocket costs.

> Golden Dental Plans 29377 Hoover Road Warren, Michigan 48093

1-800-451-5918

Here is some important information for WIC vendors from the Michigan Department of Community Health

# **WIC Coupon Guidelines**

# General Guidelines to follow

- 1. Never redeem coupons before the coupon "starting date" or after the "expiration date" printed on each coupon. The "expiration date" is good through 11:59 p.m. of the date printed on the coupon.
- 2. Up to 100 coupons can be included with each Batch Header. Smaller batches (less than 100 coupons) can be submitted. However, do not send several small batches when up to 100 coupons can be submitted in one batch.
- 3. Coupons must be received by the State WIC Office within 60 days of the "starting date" printed on each coupon.
- 4. Coupons should be submitted to: DCH/DMIS 3423 N. Martin 1. King, Jr., Blvd. PO Box 30195 Lansing, MI 48909
- 5. Denied payments must be appealed within 60 days of the receipt of the letter. When appealing a denied payment, return the original letter of denial with your explanation. Retain a copy for your records. Chain stores should continue to appeal as they do now. Refer to page 13 of the Vendor Guidebook for complete details regarding the appeal process.

When the State sends payment denial letters for coupons submitted past 60 days or redeemed before the "starting date," the denial action is determined by the date the coupons were received by the WIC State Office. This same date is reflected on the denial letter. If you have any questions regarding WIC coupons, call the WIC Operations Unit (517) 335-8899 Be prepared to provide your vendor number and the current

document number (begins with VZP) from the State of Michigan Remittance Advice form.

The WIC Program recently changed the wording on some WIC coupons to make them easier to read and understand. Because changes are ongoing, we would like to remind you that only those

products specified on the coupon may be sold on WIC and only in the container size indicated.

# A major change is in the coupon message on "gallon milk."

If "gallon milk" is printed without the words "or equivalent" on the coupon, participants may only buy milk in gallon containers. When the coupon message for milk includes "or equivalent," participants may purchase milk in quart, half gallon and gallon containers for the specified quantity.

# Smugglers "haul" in contraband cigarette profits

Since Michigan's tax on cigarettes rose to \$7.50 per carton in May 1994, the doors opened wide to a \$145 million smuggling market that's still growing.



- ✓ Each truck like this, filled with contraband cigarettes, crossing into Michigan "earns" \$100,000 in illegal profits for smugglers.
  - ✓ Each truckload like this means Michigan loses \$265,000 in cigarette and sales taxes while honest store owners lose customers, income and jobs.
  - Michigan's high tax sends a message that "crime pays." While the growing underground market provides easy access to kids.

Don't let Michigan be taken over by criminals. Help us do something about it!

Call the Michigan Coalition Against Crime and Smuggling at (810) 625-0098

# Makin' the tour of trade shows

### Kramer **Food Show**







## **Beverage Journal Holiday Show**





### **Midwest Food Show**





### Gift baskets

Cont. from page 1.

very popular. Low-fat Michiganmade granola is a big hit, says Denha "Consumers today are more health conscious and there are a lot of gourmet health food products that fit perfectly in gift baskets," explained Denha. She feels that different is always better in gift baskets.

Mazen Shaba, from Players
Party Shop in Detroit, also offers
made-to-order gift baskets for his
customers. He agrees that specialty
items are very popular this year.
The newest fad is cigar smoking.
Shaba makes a gift basket with
cigars, a pipe, pipe tobacco, a
lighter, cigar cutter and some
liquor miniatures.

With the increased popularity of specialty items, he will shop around and purchase gourmet items for a customer. "I have gone to the Eastern Market and purchased specialty candy and preserves for a gift basket." Some customers will also bring Shaba their own personal items to put in the basket such as, framed photographs or company logo mues

Both Denha and Shaba agree that a gift basket should not include items that can be easily purchased on a grocery shelf.

Themed gift baskets are an easy way for retailers to be creative and they are very popular with consumers. If you're thinking about getting into the gift basket business, or if you want to improve your current gift basket sales, here are a few ideas for themes

- Gourmet coffee a variety of flavored coffees, chocolate dipped spoons, cinnamon sticks, holiday mugs, specialty cocoas and biscotti
- Southwest gourmet tortilla chips, a variety of salsas, bean dips, cheese sauces and a Southwestern sofa throw
- Celebration a bottle of champagne, champagne glasses, candles, candlesticks, holiday dinner place cards, holiday napkins, napkin rings and a table linen
- Holiday holiday mugs, Rum (for eggnog), holiday cookies, holiday napkins, gourmet popcorn, a variety of specialty nuts and candies and chocolate mints.
- Tea (very popular again), assortment of teas, scones, cookies, cakes, preserves, a pound cake tea crackers, sugar crystals, tea pot tea cozy, and tea cups
- Italian varied gourmet sauces olive oil, homemade pasta.

pesto sauce, romano cheese, imported bread sticks, sundried tomatoes, cutting board, an apron and a cookbook.

• Health - dried fruit, granola, organic chips, specialty bread mixes, natural fat substitute, ginger candy and herb blends.

Don't be shy in experimenting with different containers for your specialty holiday gifts. Try flower pots or hats or decorative boxes. Many baskets are also available in unique designs and shapes, for example, heart shaped. The most important thing to remember in making gift baskets this holiday season is to make it unique and make it gourmet.

### Losses

Cont. from page 8.

reduce the danger of injury to customers. Also, always have two people whenever a stop is made.

Blood-borne pathogens This is another potential source of lawsuits. Federal OSHA has handed down strict requirements for protecting employees from AIDS and Hepatitis-B. OSHA requires that a medical professional train your staff to properly handle bodily fluids. Make sure your store's first aid kit contains two pairs of latex gloves and a protective breathing mask with a one-way valve. Also, employees who perform first aid should be immunized against Hepatitis-B.

**Product liability** A small percentage of claims come from product complaints. The average claim ranges from \$500 to \$3,000.

To protect yourself, deal with reputable distributors. If possible, establish "hold harmless" agreements with them. Avoid altering manufacturer-packaged goods. For meat, service bakery or deli items that are not sold in their original packaging, take reasonable steps to ensure that the food is prepared properly.

Awareness is the first step to reducing losses. Share this information with your managers and supervisors. Encourage them to educate employees about practices that will reduce risk of injuries, theft, damage and lawsuits.

# Blue Cross Rates Reduced

For AFD Members



AFD members want the best for themselves, their families and employees. In health coverage, the best has been Blue Cross Blue Shield of Michigan for more than 50 years.

Now, through an industry rating change, AFD members can enjoy the benefits of being Blue for much less than before You can enjoy.

- The most widely recognized and most widely accepted health card of all
- Choice of several benefit options
- Various levels of co-pays and deductibles
- Optional dental, vision, hearing and prescription drug coverage at a nominal extra charge

If you've wanted Blue Cross coverage but hesitated because of the cost, ask now about the dramatically reduced rates.

For informationabout AFD's Blue health coverage options, call

Judy Mansur 1-800-66-66-AFD



### AFD on the Scene





Left - Juliette's Cuisine at the new Merchant of Vino in Rochester Hills

Above - Gary Giller (R) visits Jerry Mansour of Harbortown Market in Detroit

### **AFD Board Retreat**



Right -Senator Dick Posthumus receives recognition.



Above - Mike Ranville gives legislative year in review.

Right - Members listen to updates.





Mark Karmo (right), AFD Chairman, thanks Joe Smoliga of Spartan Foods for chairing the 1996 Trade Dinner.



Mark also thanks Alaa Naimi of Thrifty Scot Supermarket for co-chairing the 1996 Trade Show!

COMPLETE LINE OF Coney Island restaurant equipment for sale. Grills. slicers, ovens, vents, etc. Fairly new condition. Sold only as a unit. For more information, please contact Jerry at (313) 491-5960.

SPECIALTY FOOD & BEVERAGE SALESPEOPLE. How would you like to be part of the fastest-growing Specialty Food and Beverage Distributor in the Midwest? If you are a hard working, self-motivated, aggressive individual willing to be a part of this rapidly growing organization, please apply now. Positions are available today throughout Michigan and Ohio for goal oriented people. This full service outfit pays excellent wages wages based on both salary and commission. A complete benefit package is also included. If you would like to join this exciting team, please reply quickly to: Sales Manager, C/O Kramer Foods Company, P.O. Box 7033, Troy, MI 48007-7033.

CONVENIENCE STORE EQUIP-MENT FOR SALE-Entire contents of 3,000-square-foot full-line convenience store. 11-door reach-in/walk in cooler, 5-door display freezer, deli case, gas range with grill and 2-door oven, shelving, etc. Like new. Must sell. Call Mike at (810) 626-9099.

SUPPLIERS: Looking for ways to increase your market visibility? Let the AFD show you how. Promotional opportunities through membership limitless. Call Dan Reeves at (810) 557-9600.

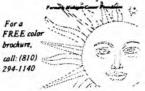
WANTED: Associated Food Dealer members. If you or someone you know can benefit by joining the AFD, pleasec all Dan Reeves at (810) 557-9600.

FOR SALE: USED BUTCHER BLOCK 30 x 30 inches-\$175.00 sacrifice. Call 810-474-0897 after 5 p.m. Honeycutt Stalla.

Help Us Fight Cancer In Michigan.

Order Holiday Greeting Cards.





# A salute to single malt



Jeremy Bell of Scotland (photo on left) presented Seagram's new single malt to a grateful group of AFD retailers.



### Bollin

Cont. from page 16.

Sales were \$6 million last year and the business has grown 10 percent each year. "We want to continue that growth, " adds Emch. The company is always looking for ways to improve on customer service and recently installed a software program for activity-based costing. This system will help streamline the flow process and allow everyone on the production chain to have access to the status of a printing job. Video web inspection will allow press operators to actually watch on a monitor what is being printed. Bollin has a philosophy that continuous improvement is necessary to keep pace with everchanging technology.

One way the employees keep pace is by holding regular meetings for customer service, shipping and receiving, production, quality and administration in which current challenges, possible solutions and goals are discussed.

Jerry Bollin has retired but still swings by the office to tell a joke now and then. His sons Jeff and Mark and daughter, Chris Younkman run the business. Jeff, who has been involved in the business for the last 27 years, is sales manager and president. Although Jeff does not travel store-to-store selling his wares like his dad did, he carries on the tradition of making time for a little friendly conversation with his customers.

For more information, contact Bollin at (800) 882-5104.

# -AFD- Delivers In More Ways Than One.



MANY RESOURCES

### **FINANCIAL**

- Blue Cross/ Blue Shield Health Care
- Western Union Money Orders
- Ameritech Payphone Program
- · AirTouch Cellular
- MoneyGram
- AMNEX Long Distance Payphone Program
- Coupon Redemption Program
- MasterCard/Visa Acceptance
- Self Insured Workers Comp Fund

### **LEGISLATION**

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  - AFD PAC Committee
     Legislative Updates
  - Liaison with Governmental Agencies

### **EDUCATION**

- Audio Visual Loan Library
- T.I.P.S. Seminars
- Legal Consultation
- Accounting Advice
- Monthly Food &
   Beverage Report
- Scholarship Awards

### **ACTIVITIES**

- Annual Trade Show
- Annual Trade Dinner
- Annual Golf Outing
- Annual Seniors Picnic
- Annual Turkey Drive
- Reward Fund

For more information on any of these excellent programs, call:

ASSOCIATED FOOD DEALERS OF MICHIGAN 18470 West Ten Mile Road • Southfield, Michigan 48075

1-800-66-66-AFD

or (810) 557-9600

				·			
BAKERIES:		Shemi's Candies		Metro Packing		Edward A. Shuttie, P.C., Attorney	
Ackroyd's Scotch Bakery & Saus		Wolverine Cigar Company	(313) 554-2033	Oscar Mayer & Company Pelkie Meat Processing		Statewide Financial Services	
Archway Cookies				Ray Pieva Products		Thomas P. Soliys, CPA	
Awrey Bakeries, Inc Dolly Madison Bakery		CATERING/HALLS:		Smith Meat Packing, Inc.		Telecheck Michigan, Inc.	
Interstate Brands Corp		Country House Catering	(517) 627-2244	Southern Sausage, Inc.		Transactive Corporation	
Koepplinger Bakeries, Inc		Emerald Food Service	(810) 546-2700	Strauss Brothers Co.		Travelers Express Co.	
Oven Fresh Bakery	(313) 255-4437	Gourmet House, Inc.	(810) 771-0300	Swift-Eckrich		Ultracom Telecommunications Vend-A-Matic	
S & M Biscuit Distributing	(313) 893-4747	Karen's Kafe at North Valley Nutrition Services	(810) 855-8777	Winter Sausage Mfg., Inc.		Voice Mail Systems, Inc.	
Schafer Bakery	(810) 294-9166	Penna's of Sterling		Wolverine Packing Company		Western Union Financial Serivces	
Sunshine Salerno	(810) 332-4343	Southfield Manor	(810) 352-9020			Whitey's Concessions	
Taysice Dakenes	(010) 470 0201	St. George Cultural Center	(810) 335-8869	MEDIA:		Wolverine Real Estate Serivces	(810) 353-7800
BANKS:		St. Mary's Cultural Center	(313) 421-9220	The Beverage Journal		STORE SUPPLIES/EQUIPMENT:	
Comerica Bank	(810) 370-5204	Tina's Catering	(810) 949-2280	Booth Newspapers		A & B Refrigeration	(313) 565-2474
First Federal of Michigan		DAIRY PRODUCTS:		Oaily Tribune		All-american Cash Register	(313) 561-4141
First of America—S.E.M Greenfield Mortgage Co	(810) 399-3501	American Dairy Association ,	(517) 349-8923	Octroit Free Press	(313) 222-6400	Ameri-Copy	
Madison National Bank	(810) 548-2900	Bernea Food Service	-800-688-9478	Detroit News	(313) 222-2000	Belmont Paper & Bag Supply	
Michigan National Bank	1-800-225-5662	Detroit City Dairy	(313) 868-5511	Detroit Newspaper Agency		Brehm Broaster Sales	
N.B.D., N.A.	(313) 225-1581	Golden Valley Dairy	(810) 399-3120	Gannett National Newspapers  Macomb Daily		Brinkman Safe	
Standard Federal Bank	(810) 637-2543	Independent Dairy Inc London's Farm Dairy	(810) 984-5111	Michigan Chronicle		Cool Industries	
DENEDROPO.		McDonald Dairy Co	(517) 652-9347	Outdoor Systems Advertising	(313) 556-7147	DCI Food Equipment	(313) 369-1666
BEVERAGES: Absopure Water Co	1 900 334 1064	Melody Farms Dairy Company	(313) 525-4000	WDIV-TV4		First National Pallet Rental	(314) 469-2211
Action Distributing	(810) 591-3232	Milk-O-Mat	(313) 864-0550	WJBK-TV2		Hobart Corporation MMI Distributing	(313) 097-3070 (313) 582- <b>4400</b>
American Brokers Association .	(810) 544-1550	Pointe Dairy	(810) 589-7700	WWJ-AM/WJOI-FM		Metro Equipment Inc.	
Anheuser-Busch Co	(800) 414-2283	Stroh's Ice Cream		W W W W AND W	.,, (515) 257 4525	Michigan Bale Tie Company	(313) 925-1196
Arizona Beverages	(810) 777-0036	Tom Davis & Sons Dairy		NON-FOOD DISTRIBUTORS:		Midwest Butcher & Deli Supply	(810) 588-1810
Bacardi Imports, Inc.	(810) 489-1300	10 22 2 20 20		Advanced Formula Products, Inc		Murray Lighting Company	0140-146 (313)
Bellino Quality Beverages, Inc. The Boston Beer Company	(313) 441-0425	EGGS & POULTRY:		Albion Vending		North American Interstate POS Systems Management, Inc	
Brooks Beverage Mgt., Inc	(616) 393-5800	Linwood Egg Company		Items Galore, Inc.		Refrigeration Engineering, Inc.	
Brown-Forman Beverage Comp	any (313) 453-3302	Loewenstein Poultry		Ludington Distributors,	(C1C) AC3-100N	The Rib House	(313) 274-7800
Cadillac Coffee	(313) 369-9020	EIGH & GEALUUD.		POTATO CHIPS/NUTS/SNACKS:		Sales Control Systems	(810) 3 <b>56</b> -07 <b>00</b>
Canadian Arctic Beverage	(416) 676-0201	FISH & SEAFOOD: Salasnek Fisheries	(313) 567 2000	Better Made Potato Chips	(313) 925-4774	Saxon, Inc.	(810) 398-2000
Canandaigua Wine Co	(313) 946-6250	Tallman Fisheries		Detroit Popcom Company		TOMRA Michigan	(810) 389-0700
Coca-Cola Bottlers of MI	(313) 397-2700	Waterfront Seafood Company	(616) 962-7622	Frito-Lay, Inc.	1-800-24FR1TO	WHOLESALERS/FOOD DISTRIBUTORS:	
Consolidated Wine & Spirits	(810) 772-9479		•	Germack Pistachio Co		Bremer Sugar	(616) 772-9100
Coors Brewing Co	(313) 451-1499	FRESH PRODUCE:		Kar Nut Products Company		Capistar, Inc.	(517) 699-3605
Decanter Imports	(810) 344-6644	Aunt Mid Produce Co		Michigan Popcom & Fast Food Sup		Capital Distributors	
E & J Gallo Winery Eastown Distributors	(313) 867 6000	Detroit Produce Terminal	(313) 841-8700	Nikhlas Distributors (Cabana) Variety Foods, Inc.		Central Foods Consumer Egg Packing	(810) 354-5189
Everfresh Beverages		Vitale Terminal Sales	(313) 843-4120	Vitner Snacks		Dan French Inc.	(810) 544-1740
Faygo Beverages, Inc.	(313) 925-1600	Vitale Terriman Sales	(515) 645-4126	Vidici Silacks		Detroit Warehouse Co	(313) 491-1500
Frankenmuth Brewery	(517) 652-6183	ICE PRODUCTS:		PROMOTION/ADVERTISING:		EBY-Brown, Co	1-800-532-9276
General Wine & Liquot	(313) 867-0521	America's Ice, Inc.		Advo System	(313) 425-8190	Family Packing Distributors	
General Wine	(313) 867-0521	Midwest Ice	(313) 868-8800	Intro-Marketing	(810) 540-5000	Foodland Distributors	
Great Lakes Beverage	(313) 865-3900	Union Ice	(313) 537-0600	J.K. Kidd & Co.		Garden Foods	(3) 384-2800 1-800-875-5557
Great Lakes Marketing Guinness Import Company	(810) 786-9176	INSECT CONTROL:		J.R. Marketing-Promotions JDA Associates	(313) 393-7835	Grand Gourmet Specialties, Inc.	
Heublein	(313) 594-8951	Rose Extermination (Bio-Serv)	(313) 588-1005	PJM Graphics	(313) 535-6400	H & O Distributors	
Hiram Walker & Sons, Inc	(810) 948-8913	Rose Externination (Bio-Serv)	(313) 300-1003	Saleguard Business Systems	(810) 548-0260	Hamilton Quality Foods	(313) 728-1900
House of Seagram	(810) 262-1375	INSURANCE:		Stanley's Advertising & Dist	(313) 961-7177	The Happy Hive	(313) 562-1707
Hubert Distributors, Inc	(810) 858-2340	Alphamerica Insurance Agency	(810) 263-1158	Stephen's Nu-Ad, Inc.	(810) 777-6823	J.F. Walker	(513) 491-1930 (517) 787, 9880
Intrastate Distributing	(313) 835-6400	America One	(517) 349-1988	RESTAURANTS:		Jerusalem Foods	(313) 538-1511
L & L Wine World	(810) 588-9200	American Principal Group	(810) 540-8450	The Golden Mushroom	(810) 559-4230	Keebler Co	(313) 455-2640
Lifestyle Beverage Corp	(708) 503-5433	Arabo & Arabo Insurance Assoc. Blue Cross/Blue Shield	1-800-486-2365	Palace Gardens	(810) 743-6420	Kehe Food Distributors	1-800-888-4681
Lotts Distributors	(313) 336-9522	Capital Insurance Group	(810) 354-6110			Kramer Foods Company	(810) 585-8141
Metro Beverage Inc	(810) 415-9599	CoreSource	(810) 792-6355	SERVICES:		Lipari Foods	(313) 833,8660
Miller Brewing Company Mohawk Distilled Products	1 800 247.7082	Gadaleto, Ramsby & Assoc	(517) 351-4900	AARMCO Security	(810) 968-0707	Midwest Wholesale Foods	(810) 744-2200
Nestle Beverages	(810) 380-3640	Golden Dental	(810) 573-8118	A Catered Affair	(810) 547-7777	Miesel/Sysco Food Service	(313) 397-7990
OJ. Distributing	(313) 582-2152	Great Lakes Insurance Services Health Alliance Plan	(810) 552-6000	Akram Namou, C.P.A.	(810) 557-9030	Mucky Duck Mustard Co	(810) 683 5750
Oak Distributing Company	(810) 674-3171	IBF Insurance Group, Inc.	(810) 354-2277	American Express 1-800	)-533-2222 Ext. 6362	Norquick Distributing Co	(313) 522-1000
Pabsi Brewing Co	1-800-935-6533	Kanter Associates	(810) 357-2424	American Mailers	(313) 842-4000	Northwest Food Co. of Michigan Riviera Food Corp.	(313) 368-2300
Paddington Corp Pepsi-Cola Bottling Group – I	(313) 345-5250	Frank McBride Jr., Inc	(810) 445-2300	Ameritech Pay Phone Services	1-800-441-1409	Robert D. Amold & Assoc.	(810) 635-8411
Pepsi-Cola Bottling Group - 1	Howell 1-800-878-8239	Miko & Assoc.	(810) 776-0851	Bellanca, Beattie, DeLisle Buiten Tamblin Steensma & Associ	(616) 949-0490	S. Abraham & Sons	(810) 754-0220
	Pontiac (810) 334-3512	Monroe-George Agency	(810) 489-9480	Cellular One	(313) 590-1200	Sackett Ranch	(517) 762-5049
Petitoren, Inc.	(810) 468-1402	Murray, Benson, Recchia North Pointe Insurance	(810) 358-1171	Central Alarm Signal	(313) 864-8900	Sam's Club—Hazel Park	
Powers, Dist	(810) 682-2010	Rocky Husaynu & Associates	(810) 557-6259	Century Marketing	(419) 354-2591	Sam's Club—Southfield Sandler-Stone Co	(810) 33 <del>4</del> -1106 (810) 674-1100
R.M. Gilligan, Inc Royal Crown Cola	(810) 553-9440	SeleciCare	(810) 637-5391	CIGNA Financial Advisors	(810) 827-4400 (801) 250 2449	Scot Lad Foods, Inc.	(419) 228-3141
Serv-U-Matic Corporation	(313) 243-1822	Sinawi Insurance Group	(810) 357-8916	C&J Parking Lot Sweeping, Inc Community Commercial Realty Lt	id (810) 569-4240	Sherwood Foods Distributors	(313) 366-3100
Seven-Up of Detroit	(313) 937-3500	The Wellness Plan	(313) 369-3900	Dean Witter Reynolds, Inc	(810) 258-1750	State Fair Wholesale	(313) 893-4629
Stroh Brewery Company	(313) 446-2000	Willis Corroon Corp. of MI	(810) 041-0900	Detroit Edison Company	(313) 237-9225	State Wholesale Grocers	(313) 455, (313)
Thompson Beverage Co	(313) 439-2404	MANUFACTURERS:		Dialogue Marketing	(810) 827-4700	Spartan Stores, Inc	(810) 742-5829
Tri-County Beverage Unibrew USA	(313) 384-7100 (313)(313)	Amaio Foods	(313) 295-3337	Dynasty FundingEco-Rite, Inc.	(810) 683-2063	Super Food Services	(517) 777-1891
United Distillers U.S.A	(810) 629-7779	Bil Mar Foods	1-800-654-3650	Follmer, Rudzewicz & Co., CPA	(810) 355-1040	Superior Fast Foods, Inc.	(810) 296-7118
Universal Ginseng and Bever	age, Inc (810) 754-3800	Eden Foods	(5)7) 456-7424	Food Industry Professional Networ	rk (810) 353-5600	Tisseo's Frozen Pizza Dough	(810) 566-5710
Vintage Wine Co	(810) 294-9390	Groeb Farms	(317) 467-7609 (313) 874-3250	Garmo & Co., CPA	(810) 737-9933	Tony's Pizza Service Trepco Imports	1-800-247-1333 (810) 546-3661
Viviano Wine Importers, Inc.	(313) 883-1600	Home Style Foods, Inc	(517) 368-5990	Goh's Inventory Service	(810) 353-5033	Value Wholesale	(810) 967-2930
Warner Vineyards West End Soda & Fruit Brew	(010) 627-3163 2022-3155 (010)	Kalil Enterprises, Inc.	(313) 527-7240	Great Lakes Data Systems	(010) 336-4100	Weeks Food Corp	(810) 727-3535
west End Soda & Fruit Brew	(010) 231-3303	Key West Soda Life Preserver	(305) 296-0005	Investment Group	1-800-622-6864	Ypsilanti Food Co-op	(313) 483-1520
BROKERS/REPRESENT	ATIVES:	Kraft General Foods	(313) 261-2800	Infinity Communications Corp	(8](0) 442-0067		
Rob Amold & Associates	(810) 646-0578	Michigan (Pioneer) Sugar Monitor (Big Chief) Sugar	//////////////////////////////////////	Karoub Associates	(517) 482-5000		
	(810) 553-5858	Nahisco Inc	(810) 478-1350	Law Offices-garmo & Garmo Market Pros	(810) 332-0300		
DMAR Inc	(810) 305-6100	Nestle Food Company	(810) 380-3670	Menczer & Urcheck P.C., CPA	(810) 356-1620	ASSOCIATES:	/2121 427 1111
DMAR, Inc The Greeson Company	(810) 354 5320		(313) 591-5500	Metro Media Associates	(810) 625-0700	American Synergistics Basket Case	8) 22.174 (5 5)
DMAR, Inc The Greeson Company Hanson Faso Assoc	(810) 354-5339	ramp Morra O.S.A	74130 971,7500	Michigan Bell	(810) 221-7310	Herman Rubin Sales Co.	(810) 354-54-11
DMAR, Inc	(810) 354-3339 (810) 752-6453 (810) 424-8500	Red Pelican Food Products	(212) 246 6000	Micingal Den minimum			
DMAR, Inc. The Greeson Company Hanson Faso Assoc. J.B. Novak & Associates James K. Tamakian Compan McMahon & McDonald Inc.	(810) 354-5335 (810) 752-6452 y(810) 424-8500 (313) 416-7000	Red Pelican Food Products Singer Extract Laboratory	(313) 345-5880	Midwest Autotel	(810) 960-3737	Livernois-Davison Florist	(810) 352-renki
DMAR, Inc. The Greeson Company Hanson Faso Assoc J.B. Novak & Associates James K. Tamakian Compan McMahon & McDonald, Inc. Ment Sales Corp.	(810) 354-5335 (810) 752-645: y(810) 424-8500 (313) 416-7000 (810) 569-363-	Red Pelican Food Products Singer Extract Laboratory		Multi-gard/Audio Alert	(810) 960-3737	Livernois-Davison Florist	. (810) 748-1400
DMAR, Inc. The Greeson Company Hanson Faso Assoc J.B. Novak & Associates James K. Tamakian Compan McMahon & McDonald, Inc Ment Sales Corp. Paul Impan Associates	(810) 354-333 (810) 752-645; y (810) 424-850( (313) 416-700( (810) 569-363 (810) 526-830	Red Pelican Food Products Singer Extract Laboratory Stadium Club Foods, Inc Strauss Brothers Co		Midwest Autotel	(810) 960-3737 (313) 562-2850 (810) 968-0412 (810) 539-0900	Livernois-Davison Florist	(313) 963- 700
DMAR, Inc. The Greeson Company Hanson Faso Assoc. J.B. Novak & Associates James K. Tamakian Compan McMahon & McDonald, Inc Ment Sales Corp. Paul Inman Associates Sales Mark Slark & Company	(810) 354-333; (810) 752-645; y (810) 424-850 (313) 416-700 (810) 569-363; (810) 626-830 (313) 207-790 (810) 851-570	Red Pelican Food Products Singer Extract Laboratory Stadium Club Foods, Inc. Strauss Brothers Co. Tony's Pizza Service R.J. Reynolds		Midwest Autotel	(810) 960-3737 (313) 562-2850 (810) 968-0412 (810) 539-0900 (810) 213-3100	Livernois-Davison Florist Minnich's Boats & Motors Sigma Associates, Inc.	(810) 748- 34(0) (313) 963- 75(0) (810) 588-2354
DMAR, Inc. The Greeson Company Hanson Faso Assoc J.B. Novak & Associates James K. Tamakian Compan McMahon & McDonald, Inc Ment Sales Corp. Paul Inman Associates Sales Mark Stark & Company	(810) 534-353; (810) 752-645; y (810) 424-850; (313) 416-700; (810) 569-363; (313) 207-790; (810) 851-570; (810) 546-366	Red Pelican Food Products Singer Extract Laboratory Stadium Club Foods, Inc. Strauss Brothers Co. Tony's Pizza Service R.J. Reynolds		Midwest Autotel Multi-gard/Audio Alert Nationwide Communications Network Real Estate Services Nextel Communications Ohio Company The	(810) 960-3737 (313) 562-2850 (810) 968-0412 (810) 539-0900 (810) 213-3100 (810) 258-7817	Livernois-Davison Florist	(810) 748- 440 (313) 963- 750 (810) 588-2-58
DMAR, Inc. The Greeson Company Hanson Faso Assoc J.B. Novak & Associates James K. Tamakian Compan McMahon & McDonald, Inc Ment Sales Corp. Paul Inman Associates Sales Mark Stark & Company Trepco UBC Marketing	(810) 534-535 (810) 752-635 y (810) 424-850 (810) 569-363 (810) 569-363 (313) 207-790 (810) 546-366 (810) 546-366 (810) 574-110	Red Pelican Food Products Singer Extract Laboratory Stadium Club Foods, Inc. Strauss Brothers Co. Tony's Pizza Service R.J. Reynolds MEAT PRODUCERS/PACKERS:	(313) 345-5880 (810) 332-8530 (313) 832-1600 (810) 634-0606 (810) 398-6390	Midwest Autotel Multi-gard/Audio Alert Nationwide Communications Network Real Estate Services Nextel Communications Ohio Company, The Paul Meyer Real Estate	(810) 960-3737 (313) 562-2850 (810) 968-0412 (810) 539-0900 (810) 213-3100 (810) 258-7817 (810) 398-7285	Livernois-Davison Florist Minnich's Boats & Motors Sigma Associates, Inc.	(810) 748- 3400 (313) 963- 7501 (810) 588-2 554
DMAR, Inc. The Greeson Company Hanson Faso Assoc J.B. Novak & Associates James K. Tamakian Compan McMahon & McDonald, Inc Ment Sales Corp. Paul Inman Associates Sales Mark Stark & Company	(810) 534-535 (810) 752-635 y (810) 424-850 (810) 569-363 (810) 569-363 (313) 207-790 (810) 546-366 (810) 546-366 (810) 574-110	Red Pelican Food Products Singer Extract Laboratory Stadium Club Foods, Inc. Strauss Brothers Co. Tony's Pizza Service R.J. Reynolds MEAT PRODUCERS/PACKERS: General Provision, Inc. E.W. Grobbel Sons Inc.	(313) 345-5880 (810) 332-8530 (313) 832-1600 (810) 634-0606 (810) 398-6390 (313) 393-1900 (313) 567-8000	Midwest Autotel Multi-gard/Audio Alert Mattonwide Communications Network Real Estate Services Nextel Communications Ohio Commany, The Paul Meyer Real Estate REA Marketing Reals Estate Carpet Keim	(810) 960-3737 (313) 562-2850 (810) 968-0412 (810) 539-0900 (810) 213-3100 (810) 258-7817 (810) 398-7285 (517) 386-9666	Livernois-Davison Florist Minnich's Boats & Motors Sigma Associates, Inc.	(810) 748- 3400 (313) 963- 7501 (810) 588-2 554
DMAR, Inc. The Greeson Company Hanson Faso Assoc. J.B. Novak & Associates James K. Tamakian Compan McMahon & McDonald, Inc Ment Sales Corp. Paul Inman Associates Sales Mark Stark & Company Trepco UBC Marketing VIP Food Brokers Internatio	(810) 534-535 (810) 752-635 y (810) 424-850 (810) 569-363 (810) 569-363 (313) 207-790 (810) 546-366 (810) 546-366 (810) 574-110	Red Pelican Food Products Singer Extract Laboratory Stadium Club Foods, Inc. Strauss Brothers Co. Tony's Pizza Service R. J. Reynolds  MEAT PRODUCERS/PACKERS: General Provision, Inc. E. W. Grobbel Sons, Inc. Harter Meats	(313) 345-5880 (810) 332-8530 (313) 832-1600 (810) 634-0606 (810) 398-6390 (313) 393-1900 (313) 567-8000 (313) 832-2080	Midwesi Autolel Multi-gard/Audio Alert Nationwide Communications Network Real Estate Services Nextel Communications Ohio Company, The Paul Meyer Real Estate REA Marketing Franki Smith's Red Carpet Keim Peter Raseas, AutomeviCPA	(810) 960-3737 (313) 562-2850 (810) 968-0412 (810) 539-0900 (810) 213-3100 (810) 258-7817 (810) 398-7285 (517) 386-9666 (810) 645-5800 (313) 961-8400	Livernois-Davison Florist Minnich's Boats & Motors Sigma Associates, Inc.	(810) 748- 4(0) (313) 963- 7001 (810) 588-2-55
DMAR, Inc. The Greeson Company Hanson Faso Assoc. J.B. Novak & Associates James K. Tamakian Compan McMahon & McDonald, Inc Ment Sales Corp. Paul Inman Associates Sales Mark Slark & Company Trepco UBC Marketing VIP Food Brokers Internatio	(810) 534-533 (810) 752-635 y (810) 424-850 (810) 467-600 (810) 569-363 (810) 569-363 (313) 207-790 (810) 851-570 (810) 846-366 (810) 574-110 nal (313) 885-615	Red Pelican Food Products Singer Extract Laboratory Stadium Club Foods, Inc. Strauss Brothers Co. Tony's Pizza Service R.J. Reynolds MEAT PRODUCERS/PACKERS: General Provision, Inc. E.W. Grobbel Sons, Inc. Harting Meats Hillshure Farms & Kahn's	(313) 345-5880 (810) 332-8530 (313) 832-1600 (810) 634-6606 (810) 398-6390 (313) 393-1900 (313) 567-8000 (313) 832-2080 (810) 778-3276	Midwest Autolci Multi-gard/Audio Alert Multi-gard/Audio Alert Mattonwide Communications Network Real Estate Services Nextel Communications Ohio Company, The Paul Meyer Real Estate REA Marketing Franks Smith's Red Carpet Keim Peter Rageas, Automey/CPA Peter Rageas, Automey/CPA	(810) 960-3737 (313) 562-2850 (810) 968-0412 (810) 539-0900 (810) 213-3100 (810) 258-7817 (810) 398-7285 (517) 386-9666 (810) 645-5800 (313) 961-8400 (810) 887-2510	Livernois-Davison Florist Minnich's Boats & Motors Sigma Associates, Inc.	(810) 748- 4(8) (313) 963- 700 (810) 588-2-54
DMAR, Inc. The Greeson Company Hanson Faso Assoc J.B. Novak & Associates James K. Tamakian Compan McMahon & McDonald, Inc Ment Sales Corp. Paul Inman Associates Sales Mark Stark & Company Trepco UBC Marketing VIP Food Brokers Internatio CANDY & TOBACCO: A.C. Courville Inc. Hersbev Chocolate ILS A	(810) 354-333 (810) 752-635 y (810) 424-850 (810) 424-850 (810) 569-363 (810) 569-363 (810) 536-366 (810) 546-366 (810) 574-110 (810) 574-110 (810) 380-313 (810) 380-313	Red Pelican Food Products Singer Extract Laboratory Stadium Club Foods, Inc. Strauss Brothers Co. Tony's Pizza Service R.J. Reynolds MEAT PRODUCERS/PACKERS: General Provision, Inc. E.W. Grobbel Sons, Inc. Hartig Meats Hillshire Farms & Kahn's Hygrade Food Products	(313) 345-5880 (810) 332-8530 (313) 832-1600 (810) 634-0606 (810) 398-6390 (313) 393-1900 (313) 567-8000 (313) 832-2080 (810) 778-3276 (313) 464-2400	Midwest Autolci Multi-gard/Audio Alert Nationwide Communications Network Real Estate Services Nextel Communications Ohio Company, The Paul Meyer Real Estate REA Marketing Frank: Smith's Red Carpet Keim Peter Ragess, Automey/CPA Point of Sale Demo Service Sals S. Shimpun CPA	(810) 960-3737 (313) 552-2850 (810) 968-0412 (810) 539-0900 (810) 238-3817 (810) 398-7285 (517) 386-9666 (810) 645-5800 (313) 961-8400 (810) 887-251 (810) 887-251 (810) 887-251 (810) 887-251 (810) 887-251 (810) 887-251	Livernois-Davison Florist Minnich's Boats & Motors Sigma Associates, Inc.	(810) 748- 4(8) (313) 963- 700 (810) 588-2-54
DMAR, Inc. The Greeson Company Hanson Faso Assoc. J.B. Novak & Associates James K. Tamakian Compan McMahon & McDonald, Inc Ment Sales Corp. Paul Inman Associates Sales Mark Slark & Company Trepco UBC Marketing VIP Food Brokers Internatio	(810) 354-333 (810) 752-635 y (810) 424-850 (810) 424-850 (810) 569-363 (810) 569-363 (810) 536-366 (810) 546-366 (810) 574-110 (810) 574-110 (810) 380-313 (810) 380-313	Red Pelican Food Products Singer Extract Laboratory Stadium Club Foods, Inc. Strauss Brothers Co. Tony's Pizza Service R.J. Reynolds MEAT PRODUCERS/PACKERS: General Provision, Inc. E.W. Grobbel Sons, Inc. Hartig Meats Hillshire Farms & Kahn's Hygrade Food Products	(313) 345-5880 (810) 332-8530 (313) 832-1600 (810) 634-6606 (810) 398-6390 (313) 393-1900 (313) 852-2080 (810) 778-3276 (313) 464-2400 (313) 837-8200	Midwesi Autolei  Multi-gard/Audio Alert  Nationwide Communications  Network Real Estate Services  Nextel Communications  Ohio Company, The  Paul Meyer Real Estate  REA Marketing  Franki Smith's Red Carpet Keim  Peter Rageas, Attorney/CPA  Jonn of Sale Demo Service  Sal S, Shimoun, CPA	(810) 960-3737 (313) 552-2850 (810) 968-0412 (810) 539-0900 (810) 238-3817 (810) 398-7285 (517) 386-9666 (810) 645-5800 (313) 961-8400 (810) 887-251 (810) 887-251 (810) 887-251 (810) 887-251 (810) 887-251 (810) 887-251	Livernois-Davison Florist Minnich's Boats & Motors Sigma Associates, Inc.	(810) 748- 4(8) (313) 963- 700 (810) 588-2-54

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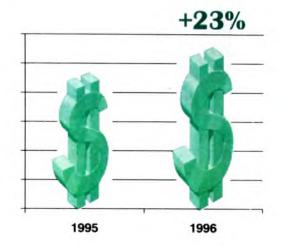
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