



ASSOCIATED FOOD DEALERS OF MICHIGAN

and its affiliate
PACKAGE LIQUOR DEALERS ASSOCIATION

FOOD & BEVERAGE REPORT

Associated Food Dealers
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An official publication of the Associated Food Dealers of Michigan and its affiliate, Package Liquor Dealers Association

September 2000

Working hard for our members.

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campaign may do the
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Meet Rep. Rivet
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Legislative Update

Minimum wage likely to be brought up this month

Republican leaders
attempted to bring together
House and Senate-passed
minimum wage increase
legislation prior to the August
recess, but were ultimately
persuaded in late-night
negotiations to wait until
early September.

It is likely that legislation
will raise the wage \$1.00
over two years: \$.50 on 1/1/
01, and another \$.50 on 01/
01/02. The package will also
include tax and regulatory
relief for the businesses
required to pay the higher
rate.

The National Association
of Convenience Stores
reports that it will continue to
work with leadership to
include a repeal of the
Special Occupational Tax on
Alcohol (SOT) and an
amendment to the Fair Labor
Standards Act to allow
uncentive bonuses for hourly
employees.



Get ready for the season at our Holiday Show

Burton Manor, September 27 & 28

Get holiday "spirits" at Michigan's premier holiday buying
event, the AFD/Beverage Journal Holiday Show, this year
themed "Stocking Stuffers." Taste new products, and buy
them in a convenient, time-saving, one-stop shopping spree.

Start your holiday season with the AFD/Beverage Journal
Holiday Show on September 27 & 28, 2000 at Burton Manor
in Livonia. Show floor plan, show specials and details begin
on page 26.

To learn about the trends at the AFD / Beverage Journal
Holiday Show, we spoke to local experts:

**Steven Dodge, General
Wine & Liquor Company**

"Premium spirit items
continue to drive the market.
Brands like Jack Daniel's,
Remy Martin VSOP,
Finlandia Vodka, Grey
Goose and Ketel One, all
growing at double-digit rates,
show that consumers want
and will pay for quality
premium brands. The
demand for premium items
has spurred distillers to
produce brands that will meet
consumers' high standards.
Two new brands that meet
the challenge are Alizé
Cognac VS and Alizé
Cognac VSOP. Both brands
are made with the finest
French Cognac and come
packaged in a world class
bottle. The response to the
new Alizé Cognacs has been
overwhelming. However, an
important thing to remember
is that packaging will draw

consumers to the product, but
in the end, it's the product in
the bottle that will bring
people back."

**Faiez Asmary, National
Wine & Spirits**

"Consumers today are
more educated. They are also
drinking less, but their drink
choices reflect a desire for
higher quality products. The
super premium category
including: Single Malt
Scotches and Canadian Club
aged in sherry cask are in
high demand. Luxury
products such as: Chopin
Vodka, Belvedere Vodka,
Courvoisier XO, and Kelt
Cognac are also becoming
important faces in a stocked
bar. Finally, high end tequilas
such as: Patron, Jose Cuervo
Anejo, 1800 Anejo, Sauza
Tres Generaciones and Triada
are also en-vogue with
consumers."



The Alizé Sampling Station at the AFD Annual Golf
Outing was a popular stop along the course. AFD
thanks Alizé for their support and we remind
retailers that the Alizé program to benefit the AFD
Scholarship Fund continues through October 13.
More photos of the popular outing are on page 32.

"Toast Michigan" at AFD's wine tasting

Mark your calendars!
Friday, October 27 is AFD's
new wine-tasting event.

**Toast Michigan: Savor the
Flavor of Michigan Wines.**

The night of wine,
specialty hors d'oeuvres and
music by Trinidad Tripoli
Steel Band will be hosted at
the Excalibur Banquet Hall
in Southfield from 5:30 to
9:30 p.m. Over 50 Michigan
wines will be available for
tasting. In addition, every
guest will receive a souvenir
wine glass as a remembrance
of the evening, and a
special offer from Excalibur
Restaurant.

Wineries participating to
date include: *Black Star
Winery, Bowers Harbor
Vineyard, Chateau Chantal,*

*Chateau Grand Traverse,
Fenn Valley Vineyards, K.
Edward Winery L. Mawby
Vineyards, Leelanau Wine
Cellars, Raftshol Vineyards,
Shady Lane Cellars, St. Julian
Wine Company, Warner
Vineyards, and Zafarana
Vineyards*

"Michigan has some
wonderful wineries. Many
people don't know about the
great wines that our state
produces. This event is
designed to showcase our
best," says Joe Sarafa, AFD
president. He adds that a
portion of the proceeds will
benefit Forgotten Harvest.

Tickets are just \$25 per
person and are available by
calling AFD at (248) 557-
9600 or 1-800-66-66-AFD.



Senior citizens
were treated to an
afternoon of food
and fun at the 10th
annual AFD Senior
Citizen Picnic on
Belle Isle, August
16. Here,
Councilman Gil
Hill greets guests.
Details and more
photos will come
next month.

Made in Michigan Special Edition

Help us celebrate the bounty of Michigan
products during our October Made in Michigan
special edition. Please call Tom Amyot at (248)
557-9600 or 1-800-66-66-AFD to be a part of
this exciting publication.

Visit our Web site at: <http://www.cstorecentral.com/afd.htm>



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Chairman's Message

"Let local votes count" is bad news for business



By Sam Dallo
AFD Chairman

Voters this year will be faced with a number of ballot proposals when they visit the polls on November 7.

One ill-conceived initiative has the potential to alter the future of Michigan's democratic system as we know it. The "Let Local Votes Count" petition drive led by the Michigan Municipal League (MML), was successful in gathering over 400,000 signatures. The MML says the "Let Local Votes Count" will fight the "erosion of home rule." In reality, the proposed amendment to the State Constitution is shortsighted and could eventually backfire.

The proposal would amend the Constitution to require a two-thirds vote of both the Michigan House and Senate for any law on or after March 1, 2000 that intervenes with municipalities. This is a major change that could affect our government in ways that no one has even thought of yet.

First and foremost the amendment eliminates majority rule for legislation regarding a municipal concern. If enacted, a 2/3 vote would be required to pass any legislation affecting a municipality. This could very well include most of the policy that the legislature considers. As a result, a minority of just 1/3 + 1 could block this legislation, stripping away democracy as we know it.

What are some of the issues that could be affected by this proposal?

• **Revenue sharing and distribution:** The proposal could jeopardize a very complex system of funding to municipalities.

• **Public Safety:** The state establishes many statewide standards that are then implemented by local governments.

• **Infrastructure:** This includes road funding, utility deregulation and speed and truck weight limits.

• **Retroactivity:** The nature of the proposal could serve to repeal many critical pieces of legislation that have already passed this year since March 1 such as electric and telecommunication rate cuts and residency requirements, possibly resulting in costly litigation.

• **Image:** Michigan has experienced truly incredible economic growth. Conflicting local ordinances will only detour new businesses from locating in Michigan and possibly drive existing ones out. Nationally, Michigan would stick out like a sore thumb with this one-of-a-kind amendment.

Legitimate policy is made only through negotiations and compromise. Rewriting the rules will only pit one region of the state against another. A statewide cross-section of organizations have created a coalition to fight the proposal. AFD urges you to vote no on this proposal.

For more information, view the Detroit Chamber of Commerce's website at www.detroitchamber.com for a legal analysis of the proposal.

The Grocery Zone

By David Coverly



AFD MEMBERS: We want to hear from you!

Did your store recently celebrate an important anniversary? Are you providing a service that is unique?

If you represent a manufacturer or distributor, does your company have a new product, new package for an old product, a new variety of your existing product or any other product-related news? If so, we want to feature your company or its products in this magazine!

The AFD Food & Beverage Report will print new product releases as space permits. The service is free to AFD members. Each month we also write feature stories about our members' businesses. If you would like to see your name on the pages of the AFD Food & Beverage Report, call Tom Amyot at (248) 557-9600.

Effective cleaning, sanitizing of contact surfaces is invaluable food safety tool



By Katherine Fedder, Director,
Food and Dairy Division
Michigan Department of Agriculture

The Centers for Disease Control and Prevention (CDC) have identified contaminated equipment as one of the five leading contributors to foodborne illnesses.

Research indicates that maintaining facilities, equipment and food contact surfaces in a visibly clean state is not enough to prevent foodborne illness. This invisible challenge means that even visibly clean equipment and wholesome appearing food sometimes represent a threat to customers' health. Well-publicized disease-causing organisms like *E. coli* O157:H7 can cause serious illness after consumption of just a few cells.

Food safety experts agree that aggressive cleaning and sanitation programs are key to preventing foodborne illnesses and associated liability costs.

The Food and Drug Administration's (FDA) 1999 Food Code, which becomes part of Michigan's new regulatory standards for retail food facilities on November 8, 2000, outlines requirements for cleaning and sanitizing. Chapter 4 of the Food Code makes it clear that retail food managers will be held accountable for adequate, frequent and consistent cleaning and sanitizing of food equipment and all food contact surfaces. Specifically, the person in charge at each retail food facility is responsible for:

- Knowing correct cleaning and sanitizing procedures;
- Understanding the frequency of performing these procedures; and
- Ensuring that each employee follows effective cleaning and sanitizing procedures.

The Food Code does not detail procedures that facility managers must follow to meet these requirements, giving managers the

flexibility to determine which cleaning and sanitizing agents and procedures work best in individual facilities.

Inspections conducted by regulatory staff show that food workers frequently do not understand important cleaning and sanitizing principles. Some are unaware that cleaning (the removal of food, soil, and other types of debris from a surface) is not, by itself, enough to prevent foodborne illnesses.

The Food Code requires that food contact surfaces and utensils be routinely cleaned and sanitized. Sanitizing is an additional food safety step using heat or chemicals to reduce the number of microorganisms to safe levels. The Food Code indicates that sanitizers used in retail food facilities must be capable of achieving a "5 log" (or 99.999%) reduction of microorganisms of public health importance.

Experience has shown that it takes clear management commitment to consistently meet this demanding standard.

Two indispensable managerial tools in this area are employee training and establishing clear (usually written) cleaning and sanitizing procedures.

The Michigan Department of Agriculture (MDA) recently sent each licensed food establishment a newsletter entitled the *Food Digest* (look for your copy in the mail or call us toll-free at (800) 292-3939 to request one) highlighting the state's new food law and some of the many excellent training programs and materials currently available for both food managers and food workers.

Written cleaning and sanitizing procedures typically address:

- Cleaning and sanitizing agents to be used;
- Preparing cleaning and sanitizing solutions;
- Monitoring sanitizer concentration to ensure effectiveness;
- Labeling chemicals and solutions clearly;
- Storing cleaning and sanitizing agents separately from food and food contact surfaces;
- Identifying the exact cleaning and sanitizing procedures to be followed (including frequency); and
- Documenting activities including the name of the responsible party and

date/ time task completed.

Employees play a critical role in each food establishments' food safety efforts. Establishments clearly identifying effective cleaning and sanitizing procedures and properly training employees to consistently follow these procedures should have few problems meeting the new requirements in this area.

Now is a good time for food managers to step back and reevaluate the adequacy of current cleaning and sanitizing procedures. Past MDA inspection reports can be a valuable tool in helping identify the strengths and weaknesses of current practices.

I encourage you to pull out the last several inspection reports for your facility and to critically evaluate what an outside set of eyes observed. As always, please feel free to contact your inspector if you have any questions about inspection reports or have any other questions about Michigan's new food law (more information on the new law may also be found at www.mda.state.mi.us).

We look forward to continuing to work together to ensure the safety of Michigan's food supply.

Retailer reports potential phone scam

Retailers should be wary of telephone callers with questions. AFD member, Doug Smith, owner of M-50 Party Store in Charlotte, reports that he has been receiving phone calls regularly from a paper supply company.

The caller makes it sound as if he/she represents the paper supplier for the retailer's credit card machine and asks several questions such as "How is the machine working?" The caller then offers to sell the paper at a discount. One of the callers told Doug that the price is going up and they are holding two cases for him.

Doug warns other retailers to be on guard for these callers and other potential scam artists. Don't give credit information or employee/ employer identification numbers to anyone who calls your home or business.

Calendar

September 27 - 28

AFD/Beverage Journal Holiday Show "Stocking Stuffers"
Burton Manor, Livonia
(248) 557-9600

October 8-11

FMI International Auditing Conference
Orlando, FL
(202) 220-0710

October 20-24

NACS Show 2000
New Orleans, LA
1-877-684-3600

October 22-25

Food Industry Productivity Convention
Minneapolis Convention Center, MN
(703) 532-9400

October 27

AFD's Toast Michigan: Savor the Flavor of Michigan Wines
Excalibur, Southfield
(248) 557-9600

November 12-15

Retail Store Development Conference
San Diego, CA
(202) 452-8444
www.fmi.org

Statement of Ownership

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Do you operate a public water supply? *You may be surprised to find that the answer is "Yes"*

by Richard Overmeyer, Michigan
Department of Environmental Quality
We are confident that AFD

members whose stores and other facilities are served by individual water wells are concerned about the quality of the water from the systems. There are also some Federal regulations that businesses with wells should know about.

The first thing you should know:
You may operate a "public water

supply!" To be specific, a non-community - or Type II - water supply. Under the terms of the federal Safe Drinking Water Act, non-community water suppliers have additional reporting requirements.

According to the regulations, owners of non-community water supplies who fail to collect required water samples and file the results on schedule are in violation of the Act

and are required to provide public notice to their customers and employees. It goes without saying that a public notice is also required if the tests reveal a problem with the water supply.

When does a food dealer have a "public" non-community water supply?

If a facility is on a well, and serves at least 25 people per day at least 60

days out of the year.

What do you have to do if you are in this category?

First, determine if you are classified as "transient" or "non-transient." The terms are fairly self-explanatory.

Transient: you provide drinking water to 25 or more different people a day at least 60 days of the year.

Non-transient: you serve the same 25 or more people, such as employees, at least six months out of the year.

What difference does it make?

The owners of non-transient water supplies are required to conduct more tests.

What tests are required?

The owners of both transient and non-transient are responsible for:

- Maintaining the water system in a safe and sanitary condition
- Operating the system to protect the health of those who drink the water
- Collecting periodic water samples on schedule

Having tests conducted to insure that the water meets state and federal drinking water standards

The tests required: coliform bacteria and nitrates. The samples must be analyzed by a certified laboratory.

Non-transient suppliers must also sample for other substances: lead and copper, cyanide, metals, volatile organic compounds such as those found in petroleum products, and synthetic organic compounds such as those found in pesticides.

What else do we have to do?

- Sample the water and file reports on schedule.
- Maintain records for the water system. The records should include sampling results and correspondence with the local health department and MDEQ.

Where do we send the reports?

MDEQ has contracted with the local health department in each county to administer the non-community water supply program. The local health department:

- Assigns the specific sampling requirements and the frequency
- Issues permits for construction or changing a system
- When necessary, takes enforcement action when water supplies are in violation of the Safe Drinking Water Act

Local Health Departments can provide information and assistance regarding compliance with the Safe

See Water, page 8

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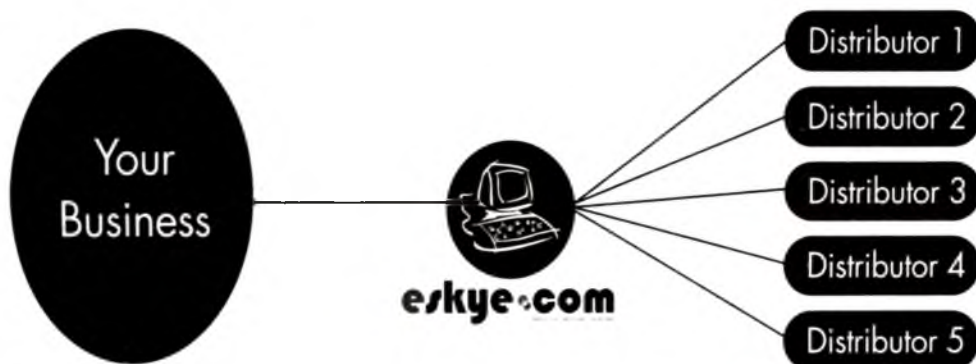
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Changes are here for Michigan's electric utility customers

The Customer Choice and Reliability Act (Public Act 141 of 2000), signed by Governor Engler on June 3, 2000, requires an immediate rate reduction for customers of Michigan's two largest electric utility companies and includes provisions to protect consumer rights. The law also establishes the framework for competition among electric generation suppliers which enables customers to shop around and choose their electric supplier. Special

consumer protections include:

•**Electric Rate Cut** - A 5% rate cut for residential customers and a rate freeze for all retail customers of The Detroit Edison Company and Consumers Energy Company in effect through December 31, 2003. The residential rate cut will be followed by a residential rate cap that will last at least two additional years.

•**Choice of Electric Generation Suppliers** - Most electric customers in Michigan will be able to choose an

alternative electric supplier by January 1, 2002.

•**Education Program** - A consumer education program will be created to inform consumers about electric "customer choice" and how to shop for a new electric generation supplier. Also, a Michigan renewable energy program will be established to inform customers of the availability and value of using electricity supplies from renewable energy sources and the potential of

reduced pollution. Environmental characteristics of electricity will also be included on customers' electric bills.

•**Slamming/Cramming Fines** - The Michigan Public Service Commission (MPSC) has authority to prevent slamming and cramming — including fines, up to \$70,000, against the offending company. Slamming is the practice of illegally switching a consumer's electric service without permission. Cramming is the practice of billing for services not authorized by the customer.

•**Low Income and Energy Efficiency Programs** - A special fund may be established to provide shut-off protection for low income customers and promote energy efficiency. Also seniors and low income customers will be informed of federal assistance programs and enrollment in the Winter Protection Plan.

•**Licensing of Suppliers** - Electric generation suppliers offering service in Michigan must be licensed by the MPSC.

For more information on Public Act 141 or other electric restructuring issues, visit the MPSC Web site at cis.state.mi.us/mpsc/electric/restruct/.

The MPSC is an agency within the Consumer and Industry Services.

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Water, continued from page 6

Drinking Water Act, as well as a complete sanitary survey and source water assessment of the water supply every five years. This is to determine the sanitary condition of the water system and identify potential sources of contamination.

Is there anything else?

Actually, two things.

1. The local health departments assign non-community water systems a seven-digit Water Supply Serial Number - or WSSN. It's essential to use the WSSN on all correspondence and test data submitted to the Health Department and the laboratory. It's the key to making sure test results are recorded properly.

2. The State charges an annual fee to pay the local health departments for their services in the non-community water supply program.

If you think you may have a non-community water supply and have questions, please contact your local health department for more information. In the meantime, remember: Gather samples and conduct tests on schedule. Submit reports on schedule.

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What to do after an accident

No matter what is done to prevent them, accidents do happen, so managers and supervisors need plans in place for when they do. Even if it means taking a few extra steps or costing the organization more money in the short term, taking good care of an injured worker pays off. Without a response system provided by the employer, injured employees are compelled to make up one on their own.

Generally, the manager or supervisor is the first on the scene of an injury. Create a supportive environment for injured workers, even if there are suspicious circumstances. Treat every injury as legitimate. This is very simple, yet when you don't, injured workers end up filing lawsuits. The first 24 hours after the injury are critical and can mean the difference between a costly, prolonged claims process and smooth return to work.

1. Respond to injured employee. First the manager or supervisor must respond to the injured employee. Stop what you are doing and assist the employee. Make immediate contact with the injured worker to get the facts. Actively listen so that you can not only help the employee, but also begin the prevention process.

Reconfirm that the organization has a system to take care of injuries.

2. Give first aid or make sure employee receives medical attention. On-site managers or supervisors should know basic first aid and be responsible for arranging immediate medical care for injured workers, however minor the injury may be. Someone should be ready to accompany the injured worker to the medical care provider. A well-trained supervisor or manager can begin the injury management process at the scene of the accident. Each supervisor should know:

- how to perform first aid,
- who the medical caregiver is going to be,
- where that caregiver is located; and
- which ambulance or other transport service will be used.

3. Document the accident. Once the immediate medical emergency has been taken care of, start writing things down. A simple, all-encompassing form should be filled out initially to notify the appropriate people, communicate to those involved in the process and demonstrate immediate concern by the supervisor. Each supervisor should know:

• how to fill out the appropriate accident report form; and to whom it should be sent.

4. Explain the company's workers' compensation procedures. Depending on the nature and severity of the injury, either the injured worker or the family should be told about the company's workers' compensation procedures. Advise generally when workers' compensation payments will be made. Most injured workers get little if any information about the benefits to which they are entitled until almost a month after the accident.

Remember, injured workers are worried about the jobs, their families and their ability to pay their bills. Failure to respond to these urgent fears and needs in a timely manner only reinforces mistrust of the employer, distrust of the insurer and the system. Your quick response is important, yet employers are notoriously slow in reporting accidents from the plant floor through internal channels to the insurance carrier.

The manager or supervisor should then act as the contact person between the worker and company:

• expressing concern for the injured worker and the family

• seeking to relieve their anxieties over health and income; and
• encouraging the earliest possible return to work.

5. Be involved in the medical care given. As we've said before, it is your job to make sure that the employee receives immediate medical attention, even if this involves transporting the employee to the workplace's medical provider. Then, follow-up. If possible, make contact with the medical provider. In any case, talk to the injured employee or the family regarding current medical condition, opportunities for work, and follow-up treatment required. You want to continually reassure the employee and his or her family that the company has a system in place to take care of them.

Explain what benefits the employee can expect (these will vary by state). Additionally, let employees know when they can expect to receive benefits. Tell the employee that there will be small out-of-pocket medical expenses. If the medical provider agrees to bill the insurance carrier directly, advise the employee of that fact so the employee can avoid paying a large sum up front. Also, let

See Accident, page 15.

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Fleming's growth is measured by retailer's success

By Michele MacWilliams

Fleming Companies, Inc., the wholesale food giant, is aggressively moving into Michigan.

Currently Fleming's 36,000 associates serve approximately 3,000 supermarkets, supercenters, discount, convenience, limited assortment, drug, specialty and other retail businesses in 41 states. The company's primary business is selling groceries to independent retail stores. However, Fleming also operates approximately 240 company-owned stores called Baker's, Rainbow Foods and Food 4 Less stores.

I spoke with Bob Althouse, manager-new business, and Kent Bell, Michigan representative, about Fleming's plans for our state. With an ambitious goal of adjusted earnings growth of 30 percent this year, Fleming is targeting Michigan for new business.

"We're here to pursue new accounts," says Althouse. Currently Fleming serves 30 Michigan stores.

"Fleming made the decision to go after independents as the major portion of our business," Althouse adds. He says the company sold or is in the process of selling most of its company-owned stores to concentrate on the success of the independent retailer. "We're getting out of the corporate business," Kent Bell added. Working out of their Maslin, Ohio



Althouse (l) and Bell

warehouse, Fleming is primarily interested in bringing Metro Detroit area stores on board, since Detroit is the nearest and largest Michigan market area.

In its second year of supplying stores in our state, Bell says that Fleming has been successful in acquiring new accounts because of the company's wide assortment of programs that are designed to create success for the independent retailer.

"We offer just about every kind of service you would need to operate a store," says Althouse. From site surveys and store planning programs to accounting services and retail management training, Fleming offers more than just groceries. "Our success is dependent on the success

of our retailers," Althouse adds.

In addition, Fleming's buying power gives its customers an edge on the competition.

"Independents have the luxury of being able to make overnight decisions. This is something that chains cannot do; it's an important asset," says Althouse. To reap the benefits, independents can take advantage of special prices that Fleming offers for limited time periods. The independent can also quickly adjust to trends and capitalize on programs and promotions the moment they become available.

To this end, Fleming is implementing a new program called Visionet, an internet-based ordering system.

"We see electronic ordering as a wave of the future," says Bell. Open 24 hours a day, Visionet reduces costs associated with placing orders as well as time — both of which are important to the independent retailer.

Althouse said that by the end of the year, almost all Fleming customers will be on-line with Visionet.

Not only does the system speed up the ordering process, but it also tracks the history of sales and offers bulletins from manufacturers which list specials and new products. The retailer can react quickly so the store is ready when customers request a new product.

According to Althouse and Bell, the future of the independent retailer can be bright. In an industry where meeting the customer's needs is vital, quick reaction time can make the difference between success and failure.

"We think there is a real future for independents," says Althouse. "The true entrepreneur knows how to recognize what their customers want, before they want it, and be ready. With a little tenacity and armed with the right information, the independent can carve a niche and succeed, even where chains have not."

See Fleming's list of programs that are designed to assist retailers on page 18.

Fleming's colorful history

Fleming was founded in 1915 as the Lux Mercantile Co. in Topeka, Kansas. O.A. Fleming and Carl and Ike Vernon established the small wholesale produce company to serve retail grocery stores. In 1922, Ned Fleming, son of O.A., became general manager and emphasized the company's commitment to the success of its customers — the retailers.

With the advent of chain grocery stores in the 1920s, Ned Fleming and his management team implemented the voluntary group called Independent Grocers Alliance (IGA). This established a partnership between wholesaler and retailer to achieve lower costs, better locations, stronger identity and more merchandising advantages to enable independents to compete with chains.

In 1941, the company's name changed to The Fleming Company, Inc. and expanded from Kansas to Oklahoma. With post-war growth in suburban supermarkets Fleming expanded its store development services to help independent

retailers compete. Assistance with site selection, financing and leasing arrangements was provided and entrepreneurs started new stores that could compete with the chains.

Fleming made major changes in 1947 by implementing cost reductions throughout the food handling operations, making warehouse personnel more productive. Throughout the 1950s, Fleming grew by acquiring Ryley-Wilson Grocery Company in Kansas City.

In 1959, Fleming went public with an issue of 100,000 shares of common stock and in 1961 broke into Fortune's top 50 merchandising firms. In the early 1960s, Fleming acquired companies and facilities in the Midwest and Southwest as well as joining forces with IBM to develop the industry's first computerized inventory management system.

By 1965, Fleming operated nine distribution centers, serving 1,500 retailers in 11 states. Sales reached \$400 million. Growth expanded to the East Coast with the purchase of

Thriftway in Pennsylvania and to the West Coast with the purchase of Kockos Brothers, Ltd. in California.

Fleming reached \$1 billion in sales for the first time in 1974 and grew its East Coast business with moves into New York and New Jersey. Acquisitions continued through the 1980s with distribution centers in Texas, Oregon, Utah, Tennessee, California, Arizona, Pennsylvania, Wisconsin and Hawaii.

By 1988, Fleming was the largest food distributor in the United States. Technological advances during this period improved productivity in warehouses, transportation, and retail stores. Fleming's Intelligent Retail Supermarket Technology, or FIRST system, was developed to improve in-store efficiency with innovations such as computerized shelf management, better control of direct store deliveries, labor scheduling and various accounting functions. By the end of the 1980s, sales exceeded \$12 billion and Fleming operated the largest and most productive food distribution network in the U.S.

The acquisition of Scrivner Inc. in

1994 significantly expanded Fleming's retail operations, Fleming's wholesale distribution customer base was extended throughout the Midwest and East, as Fleming was introduced in seven new markets: Iowa, North Carolina, South Carolina, western Pennsylvania, New York, Illinois, and Minnesota.

Recognizing that the retail marketplace was undergoing a fundamental transformation, in fiscal 1999 Fleming launched an aggressive strategic plan designed to redefine and grow the company.

Today Fleming enjoys a major distribution presence in both traditional and new retail market segments, greatly improved distribution and retail economics, and proven success in the burgeoning value-retailing market. Fleming has also established itself as one of the industry's leading e-commerce players with a growing e-grocer fulfillment operation, and a one-of-a-kind Internet portal that unites retailers, vendors, manufacturers and others to add value to their businesses.

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Michigan Defines Electric Restructuring Plan

Detroit Edison is preparing to roll out the fifth and final phase-in of its Electric Choice program designed to bring competition to the state's electric utility industry.

As part of Michigan's Electric Choice program, from Oct. 30 through Nov. 20 Detroit Edison will make another 225 megawatts (MW) of capacity available for a total of 1,125 MW. The phase-in period

concludes Jan. 1, 2002, when all customers will have the option to choose their energy supplier.

Detroit Edison has voluntarily complied with the Electric Choice program, a key component of the Michigan Public Service Commission's (MPSC's) restructuring plan.

In June, Governor John Engler signed a package of bills that put the

MPSC's electric restructuring orders into law. Under restructuring, changes will be made in the electric industry which encourage competition, specifically dealing with the generation of electric power. The MPSC will continue to fully regulate the rates, terms and conditions for transmission and distribution services, and the generation rates for customers who remain with Detroit Edison.

Key provisions of the legislation include:

- An immediate 5-percent rate reduction for residential customers, with potential for additional reductions for all customers through the use of rate-reduction bonds,

- A rate freeze through 2003 after reductions have been made,

- Provides consumer protections in the form of anti-slammings provisions with penalties for infractions,

- Provides funding to address low-income assistance and energy-efficiency projects. Shutoff protection for low-income customers also is provided.

For more information about Electric Choice and restructuring, visit the Detroit Edison Web site at <http://www.detroitedison.com>, the MPSC Web site at <http://cis.state.mi.us/mpsc/electric/restruct> or call the Detroit Edison Electric Choice Information Line toll free at 1-877-413-INFO (4636).

Sabah Hermiz (Summa)
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When you're a member of Detroit Edison's ethnic marketing team, involvement comes with the territory. For Sabah Hermiz, this means serving as a member of several minority business groups and supporting educational and civic events. In fact, Sabah has been honored with the Chaldean's Federation of America Business Community Award. Sabah serves as an important resource for Chaldean, Assyrian and Syriac businesses, solving their energy-related concerns. But more importantly, Sabah's involvement allows us to better understand our ethnic customers' needs.

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National Bulk Foods purchases bagging machine



The National Bulk Food Distributors, Inc. of Taylor recently purchased a Hayssen form and fill bagging machine. This acquisition now makes it possible for National Bulk Food Distributors to fill bulk foods into bags and also to private label bulk foods for retailers. For more information, visit www.nbfdcandy.com.

Accident, from page 10

employees know that mileage will be paid for, as well as medical attention.

6. Know the medical provider. After the injury is not the time to try to locate a physician. Employers should have prearranged preferred providers so that injured employees can get immediate medical attention. (Prearrange the best medical treatment you can buy. You don't want a physician who sides either with the employee or with the company, but you want one who will do what is best for the injured worker. That approach will be best to the company in the long run.)

An injured employee should then not only be encouraged but, whenever necessary, actually be taken to these providers for treatment. Even if the employee wants to see his own physician, the manager or supervisor should be kept informed. Or, an employee who is treated by the company's designated provider but wants an opinion from his or her family physician should be encouraged to get one.

Do let employees know that you are sending them to an authorized doctor because that doctor will give the best care. Studies show approximately 80 percent of the initial treatment occurs through direction by the employer, even when not required by law. If you are in a state that does not allow the employer to choose the initial treating physician, you may still suggest a doctor to whom the employee might be receptive. But don't be coercive. Initial treatment often sets the tone for the case. Therefore, use doctors and clinics familiar with your work site. Have doctors review your facilities ahead of time to build understanding; they can then be more effective when suggesting light duty work.

Emphasize that you, as manager or supervisor, need to be kept informed. Have the employee call after each doctor appointment. If an injury is serious, arrange to visit the employee in the hospital or later at home.

7. File accident report. No matter how minor it seems, an employee should be required to report every accident. Remember, if you are the supervisor or manager receiving the report, try not to respond with "Oh, no, not again," or other negative response. Do ask employees to fill out the accident report in their own words. Don't offer your opinion on whether a claim will be contested, leave that to a later time and let the insurance carrier decide. Rather, emphasize to the employee that the company has a system to take care of injured workers.

8. Investigate the accident. Following an accident and after an accident report is filled out, there

should be some additional investigation beyond the first report to identify the underlying causes of the accident. Once you figure out what caused the accident, corrective action can be taken to prevent a recurrence of that type of accident.

There are three reasons for investigating an accident:

- First, to find and remove the cause or causes
- Second, to prevent a recurrence from the same causes.
- Third, to train and direct managers and supervisors, as well as their employees, to think in terms of unsafe acts and conditions.

How to conduct an accident investigation. Accident investigations

should be conducted between the manager or supervisor and the injured party, and between the supervisor and witnesses. They should be conducted in a quiet place, with privacy. Establishing a cooperative relationship is important. Remember, the workers' compensation system is not based on fault. Investigations should not be performed to place blame, or punish. The goal of the investigations should be to remove accident causes, not people.

Accidents should be investigated right away before the facts are forgotten. Investigate quickly before fear of reprimand or disciplinary action, fear of loss of benefits, or fear

of ridicule from the boss or peers color people's perceptions.

The immediate supervisor or manager is the person to conduct the accident investigation: no one else knows the job and the people involved as well. Also, by being the one to investigate the accident, the manager or supervisor is demonstrating concern for the safety of all employees.

All accidents should be investigated. There is no such thing as serious or nonserious causes, although the result may be serious or not. The result is the only thing "accidental" about an accident.

See Accident, page 19

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Instant Tickets to bring more millions to lottery players



By Commissioner Don Gilmer

Who wants to be a millionaire? The Lottery wants your customers to be millionaires! That is why we are issuing yet another \$10 instant ticket this month — "Millionaire Party."

"Millionaire Party," which will hit ticket counters all across the state on September 11, is a testament to how popular the \$10 instant games have become as it is the seventh \$10 ticket issued by the Michigan Lottery! The game offers up to 14 different ways to win on one ticket, with a top prize

of \$1,000,000! Other big payouts the game offers include \$10,000 and \$100,000 prizes. The Michigan Lottery is supporting the launch of this ticket with a wide variety of point-of-sale materials. I encourage all retailers to prominently display these items in high-traffic areas throughout your stores, because I am sure "Millionaire Party" will be a huge seller!

Big sales of "Millionaire Party" tickets not only mean increased

opportunities for customers to win big prizes, but money-making opportunities for you as well. Each "Millionaire Party" ticket sold brings in a 60-cent sales commission, which will generate more than \$2 million in total retailer commissions!

"Millionaire Party" isn't the only ticket your customers will be excited about this month. On September 25, a new \$1,000-a-week-for-life ticket will be introduced — "Lifetime of Cash!" "Lifetime of Cash" offers three different games on one ticket, with a top prize of \$1,000-a-week-for-life.

In addition to these two tickets, there are three more instant tickets you will want to have on hand this month. Bingo players will love "Classic Bingo," a new \$2 ticket that goes on sale September 5 with a top prize of \$22,000. Player's pockets will be jingling after winning big on "Pyramids of Gold," a new \$2 ticket hitting stores on September 18, with a top prize of \$30,000. Finally, the \$1 "Here's The Deal" debuts on September 18 with a top prize of \$7,000.

Changes to Retailer Directives.

Retailer Directive Number 2, regarding retailer delinquencies, and Retailer Directive Number 3, regarding credit evaluations, have been revised effective August 2000.

To request a copy of these directives, please submit your request in writing, indicating which directive(s) you want and mail it to: Michigan Lottery, Public Relations — Directive Request, P.O. Box 30023, Lansing, MI 48909. Your requests will be processed within 10 business days.

Cash Option Election Final. As you know, Michigan Lotto jackpot, Big Game jackpot and \$1,000-a-week-for-life prizes are advertised as annuity prizes that are made in installment payments over a specified period of time.

What you may not realize is that federal tax regulations allow winners who have initially chosen the annuity option for their prize to take a lump-sum cash payout for the present cash value of the prize. Those same regulations also make the lump-sum payment prize taxable to the winner when the cash option is chosen.

Players have up to 60 days from the date an annuity payment prize is claimed to change that prize over to a one-time cash payment.

While these new rules allow players to switch their annuity prize payments to a one-time cash payment, the rules do not allow players who initially chose the cash option to

See Lottery, page 18

SMOKE & PUBLIC PLACES

One of the controversial issues concerning tobacco has been the problem of cigarette smoke in public places.

We know that environmental tobacco smoke (often referred to as "secondhand smoke," "passive smoke" or "ETS") can be unpleasant and annoying, and that many people believe that it presents a health risk to non-smokers. That is why we strongly support—through a variety of actions and programs—options designed to minimize unwanted ETS, while still providing adults with pleasant and comfortable places to smoke.

We have a national initiative called OPTIONS, which helps business owners create comfortable environments by providing information about ventilation, floor plan design and other improvements. Business owners can consult with experts free of charge to help find the option that

can best work for them and all their customers.

The resources offered by OPTIONS have been helpful to many restaurants, airports and other hospitality establishments. Just one example is Sam & Harry's, a steak house in Tyson's Corner, Virginia, where ventilation improvements allow the restaurant to accommodate both non-smoking and smoking customers.

Other examples, which can be found throughout the country, help make the point that there are approaches that can provide comfortable environments for everyone.

There are some who would like to prohibit all public place smoking. But we believe that most people seek constructive answers in ways that respect everyone's choices and preferences.

For more information about our OPTIONS initiative, please visit our Web site at www.philipmorrisusa.com or call 1-800-929-1414.

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Fleming programs geared to assist stores:

(See related story, page 12.)

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Retail Education Services
Strategic Planning
Meat Program
Bakery/Deli Program
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Event Marketing
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Bid Shows
Store Planning

Site Surveys
Market Surveys
Customer Spots
Consumer Surveys
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Segment Marketing
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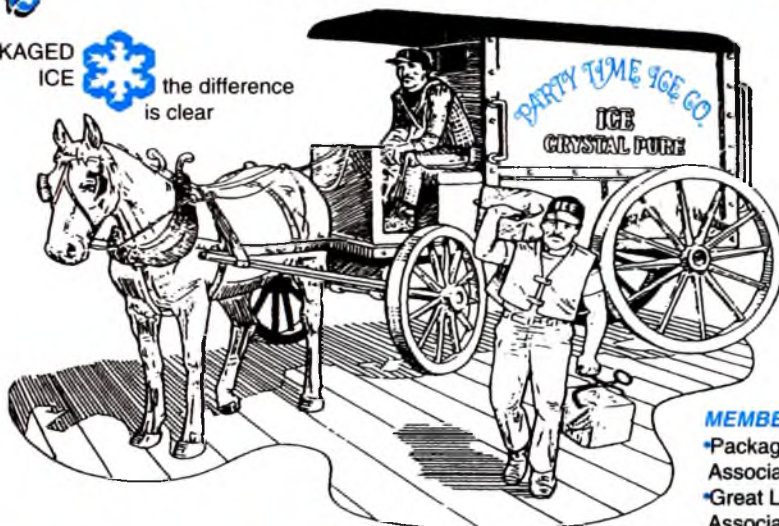
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Lottery, from page 16

switch their prize payment to annuity. In other words, once a player elects to take the cash option that decision cannot be changed.

Million-Dollar Retailers. I am proud to announce that the following Michigan Lottery retailers met or exceeded \$1,000,000 in Lottery sales in fiscal 1999:

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Barrel & Bottle Party Store, Detroit
Boulevard Food Center, Detroit
Chene Trombley Market, Detroit
Cherry Belt Party Store, Inkster
Cox Beer Store, Temperance
East Warren & I-75 AMOCO, Detroit
Ellas Grocery, Erie
Food Farm Market, Detroit
Glass Bottle Shoppe, Detroit
Handy Spot Fine Foods, Detroit
Headquarters Party Store, Detroit
Hugos Tobacco & Gifts, Warren
LeVan Wine & Deli Shoppe, Livonia
Light House Liquor, Oak Park
Livernois McGraw Party Store, Detroit
M & K Party Store, Warren
Meijer #23, Lansing
Meijer #32, Canton
Meijer #34, Royal Oak
Meijer #55, Sterling Heights
Meijer #72, Belleville
Meijer #123, Southgate
Meijer #145, Fraser
MGM Food Center, Detroit
New Northend Market, Oak Park
New Super Fair Foods, Detroit
Oak Liquor and Wine, Oak Park
Oakland Liquor Party Shoppe, Southfield
Paper Palace Bookstore, Hamtramck
Sax Discount, Taylor
Seven Star Food Center, Detroit
Shoppers Market, Warren
Shoppers Market, Center Line
Stop N Shop, Saginaw
Sunshine Party Shoppe, Detroit
Toma Foods, Dearborn
Congratulations to all of you on a job well-done!

Accident, from page 15

9. Learn from the accident to prevent future injuries. After an accident, think about prevention. Research the when, where, why and how of the incident. Seek input from coworkers or others who perform similar tasks - but don't point fingers. You are trying to find out what happened, not who to blame. Accumulate details and don't be satisfied until all your questions have been answered.

You must focus on and eliminate the reason why someone was injured in your organization or your department. Look at the accident as if someone who is a close friend of yours was injured, and you have the job of sending your friend back to work at the same work station. Review the investigation with the injured worker within 24 hours, if possible, and on a regular basis afterwards. Let the employee know the sources that are being put into the investigation and that if the injury can be prevented from happening again, it will be.

Then communicate what you've discovered: review the incident with other supervisors and employees. Get the appropriate information to the company's claims handlers and the insurance company in a timely manner.

10. Encourage a speedy return to work. The next step with an injury or illness that requires time lost from work is to set a target date for a return to work. Always have a job for the injured worker, whether it is modified duty, full time, or temporary. Develop a series of transitional or modified jobs to place recovering employees temporarily or try to restructure or redesign the injured worker's job to get as quick a return to work as possible.

Remember to set the expectation of return to work immediately, and continue to reinforce that at each possible opportunity.

Work with the medical provider. Review any physical restrictions cited by the medical provider. If you fully understand the most demanding aspects of each job, you can match up job functions to the restrictions. Continue to monitor the restrictions as the employee recuperates and adjust the job accordingly.

Return to work programs. Be sure to develop and implement modified work programs for injured workers. Employers who have light duty and/or modified work programs are more likely to have their workers' compensation problems under control.

11. Maintain contact with the injured employee. Concern for the employee is the most effective activity in reducing claims and returning injured employees to work. Therefore, talk to employees about the workers' compensation process, their

injury status, job status and any other resources that may be available.

On lost-time cases, it is important that workers not get into a "disability mentality" or become disconnected from their jobs and coworkers. Get in touch with employees promptly to minimize disputes and enhance positive relationships. Continue to maintain weekly communication. You can contact the injured employee by phone or in person, or write a short note; it doesn't have to be formal or extensive. Let people know that their presence is missed; communicate coworkers' concern; tell them that you are all looking forward to the day when they come back.

Fleming

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USDA launches food safety campaign

One of the critical factors in controlling pathogens in food is temperature control. Disease causing micro-organisms such as bacteria, viruses, and parasites grow very slowly at low temperatures, multiply rapidly in mid-range temperatures, and are destroyed at high temperatures. It is very important to communicate the importance of food safety to your employees and your customers. The United States Department of Agriculture, with the assistance of N.G.A. Grocers Care Program, is launching a "Spring 2000" food safety education

campaign to promote the use of food thermometers. The campaign theme is: "It's Safe to Bite When The Temperature is Right!"

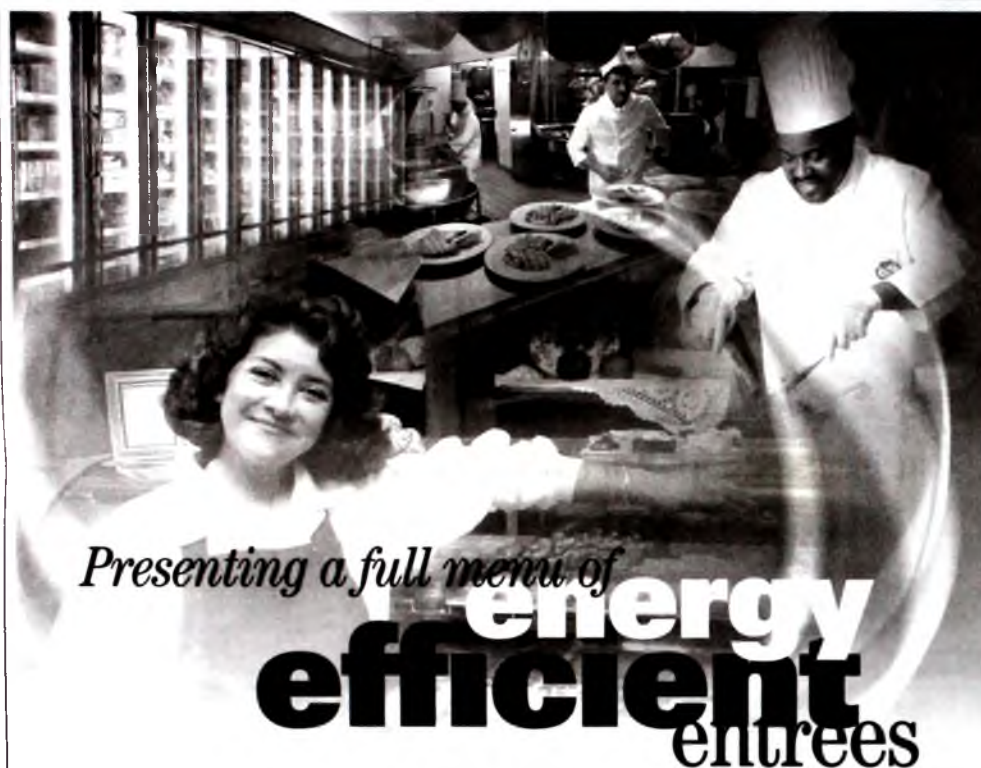
This national food safety education campaign is designed to encourage consumers to use a good thermometer when cooking meat, poultry, and egg products. Using a food thermometer is the only method to determine that food has reached a high enough temperature to destroy harmful pathogens that may be in the raw food.

Thermy™ is the messenger of this national campaign designed to

promote the use of food thermometers. The purpose of the Thermy™ campaign is to focus public attention on the importance of using a food thermometer when cooking, to help prevent food borne illness. Enclosed is a packet of information designed to assist you in developing your company specific, consumer education campaign. Use some of these ideas, expand on them, or try your own.

Thermy Rules

1. Always use a food thermometer when you cook. A food thermometer will help you make sure



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A little food for thought when you're looking to improve your bottom line.

Every chef and food service manager knows that the right equipment can make all the difference in the world. Not only in how the food is prepared, but also in energy costs and food safety concerns.

Detroit Edison's Partners in Excellence program can connect you with qualified professionals who understand your business and can analyze your unique energy service needs in order to reduce your overall operating costs. You gain access to the latest, energy-efficient food service equipment, as well as advanced technology through our affiliates.

When you're looking to improve energy efficiency in your food service area, make Detroit Edison the main ingredient. Call 248.427.2228 today to connect to the Partners in Excellence energy experts.

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your food has reached a high enough temperature to kill harmful bacteria.

2. The color of cooked meat—whether it's pink or brown inside—can fool you. The only way to be sure cooked food is safe to eat is by using a food thermometer.

3. Place the thermometer in the thickest part of most foods, away from any bones and fat.

4. Cook food to a safe internal temperature.

145°F—Beef, lamb, and veal steaks and roasts.

160°F—Ground beef, pork, veal, and lamb. Pork chops, ribs, and roasts. Egg dishes.

165°F—Ground turkey and chicken. Stuffing, casseroles, and leftovers.

170°F—Chicken and turkey breasts.

180°F—Chicken and turkey: whole bird, legs, thighs, and wings.

5. Check the temperature in several places to be sure the food is cooked evenly.

6. Wash the food thermometer with hot, soapy water after using it.

Verizon Wireless announces voicemail changes

If you have the Verizon Wireless Voicemail feature the following change will apply.

Starting August 15th, Verizon Wireless is standardizing wireless Voice Mail to make accessing messages easier for our customers. Whether you are in their home area or traveling in the Verizon Wireless footprint, you will access your voicemail for your wireless phone by pressing *86. However, instead of hearing your recorded name and being prompted to enter your password, you will now hear your voicemail greeting, and will need to press # to interrupt it and then enter your password. Customers have been informed of this change via bill inserts, postcards that were mailed August 4th in Michigan and Ohio, and a broadcast voicemail sent to them this week.



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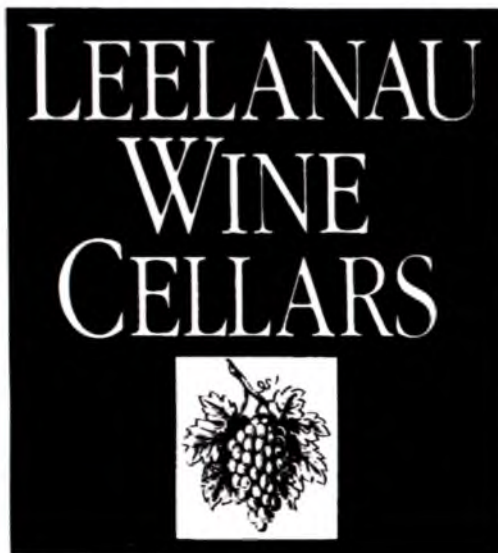
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A TASTE OF NORTHERN MICHIGAN

Dear AFD

Scholars send their thanks

I am writing to thank you for the Associated Food Dealers of Michigan Scholarship. I greatly appreciate your support of my education. My professors tell me that contributions like the Associated Food Dealers of Michigan's to the Western Michigan University Food Marketing Program make this scholarship possible.

The scholarship money is a tremendous help and will be put directly into my tuition. Because I pay for all of my expenses at school, this money will make it easier to make ends meet and I greatly appreciate it. I plan on graduating in December with my Food Marketing degree and am anxious to get into the food industry.

Again, thank you for making this scholarship possible and helping me to complete my Food Marketing degree. The Associated Food Dealers of Michigan has proven that the food industry is a caring industry. I am positive I chose the right career.

Sincerely, Giovanni Galat

I would like to thank you, my sponsor, for your generous donation that is going towards my college education. Your contribution has made it easier for my family and I to get through the college costs. I very much appreciate what you have done for me, and I am happy that you are willing to help us students out. Once

again thank you very much!

Sincerely, Jennifer Seba

I am very pleased to know that you care about the American Chaldean students. Each year you award many students with scholarships to achieve their career goals; fortunately I am one of those students. I would like to thank you greatly for the scholarship award that you have awarded me with this year. This scholarship will help me continue my education and will make my career goals much easier to achieve. I will be attending University of Detroit Mercy majoring in Engineering. I am sure that your award will help me get through.

Sincerely, Reta Elias

I would like to take this opportunity to thank you for the support that you and your company have shown to me. With the financial help that I received, I will be able to attend the University of Missouri in the fall. Here, I will be studying engineering. I am not completely sure as to what type, but the civil and engineering branch seem pretty interesting. Regardless of which field of engineering I choose, I promise to make you and your company proud.

Once again, I greatly appreciate the support and most of all the warm wishes that you send!

Sincerely, Dianna Reed



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Thank you very much for choosing me to receive the AFD scholarship. I am honored to have been chosen to receive this scholarship. I regret that I was unable to attend the dinner, however, my mother enjoyed the meal very much. Your kindness and generosity are greatly appreciated. The scholarship will certainly be helpful in paying for college. I am excited to be attending Albion College this fall, where I hope to study biology.

Sincerely, Dan Westerhof

I am writing to tell you how much we enjoyed the AFD dinner at the Wolverine Golf Course. My husband ate two steaks and loved them both. Our son, Dan, does not eat red meat but he did enjoy the rolls, salad and ice cream.

What a fine turn-out you had. It was good to see so many happy golfers. So many lovely prizes were given out and the emcee was just wonderful. He's a gem! Dan's name on the huge poster was also very impressive. I counted 32 names total. How good of the AFD to help so many students!

Even before we got inside the door of the club house, we were made to feel welcome. A gal with dark hair, wished Dan, "Congratulations", that was so sweet of her. We are so proud that Dan has decided to follow in the footsteps of his two older siblings, one a valedictorian, the other an Eagle Scout. Dan is the top chemistry student in his class at U of M, Flint. Thank you for the scholarship award.

Janet Bennett

My name is Dawn Hechinger and I am writing in appreciation for your sponsorship for the AFD scholarship. You are very generous to participate in such a charitable program. I am very thankful that you (Miller Brewing Co.) and AFD are there to help me with my college expenses. I intend to use the scholarship toward my tuition at Eastern Michigan University.

Once again, thank you for your generosity and commitment to lead young adults to success. I will be applying for the scholarship next year, so hopefully I will see you at the next banquet. I appreciate your support!

Thanks again, Dawn Hechinger

Thank you so much for the Associated Food Dealers of Michigan Scholarship sponsored by AAA Michigan. I appreciate your encouragement, support and investment in my education. I am truly grateful for your financial help.

Thank you for your kindness and generosity.

Sincerely, Dru Bernthal

Thank you very much for your help in organizing and helping to create this scholarship. It will truly be helpful as I attend Michigan State University this fall. God has truly

been blessing me and I pray he blesses you greatly as well.

Sincerely, Tiffany L. Newton

I would like to take this opportunity to express my gratitude for your care and support for students who "go the extra mile." I feel extremely privileged to not only be recognized for my academics but also to have the opportunity of being rewarded money towards an expensive college education.

Your scholarship program has helped give people such as myself an opportunity to excel in a fast-paced, competitive business world. The scholarship is not only a great help towards my tuition but also a form of self-assurance and confidence to

make this next step in my life.

Thank you again for making this opportunity possible. I wish you the best of luck and success in the future.

*Sincerely,
Braden M. Boji*

Please accept our sincere thanks for the lovely luncheon and ceremony at the scholarship awards. My husband, son, and myself enjoyed it very much. We are very grateful for the scholarship for Braden and appreciate your efforts towards the education of the youth of today and leaders of tomorrow.

*God's Blessings,
Wilson & Ronda Boji*

I would like to thank you and your employer very much for participating in the AFD scholarship program. The money I received through this program greatly helps my parents and me foot the cost of my tuition. I am very thankful for your kind donation.

*Sincerely,
Priscilla Atchoo*

I am writing to let you know how much I truly appreciate your assistance in my pursuing the academic and career goals that I have set in my life. Your kindness and generosity have not gone unnoticed by my family and me.

*Thank you and God Bless,
Kenya Alexander*

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AFD/Beverage Journal Holiday Show Stocking Stuffers!

Wednesday, September 27, 2000

5pm - 10pm

Thursday, September 28, 2000

from 3pm - 8pm

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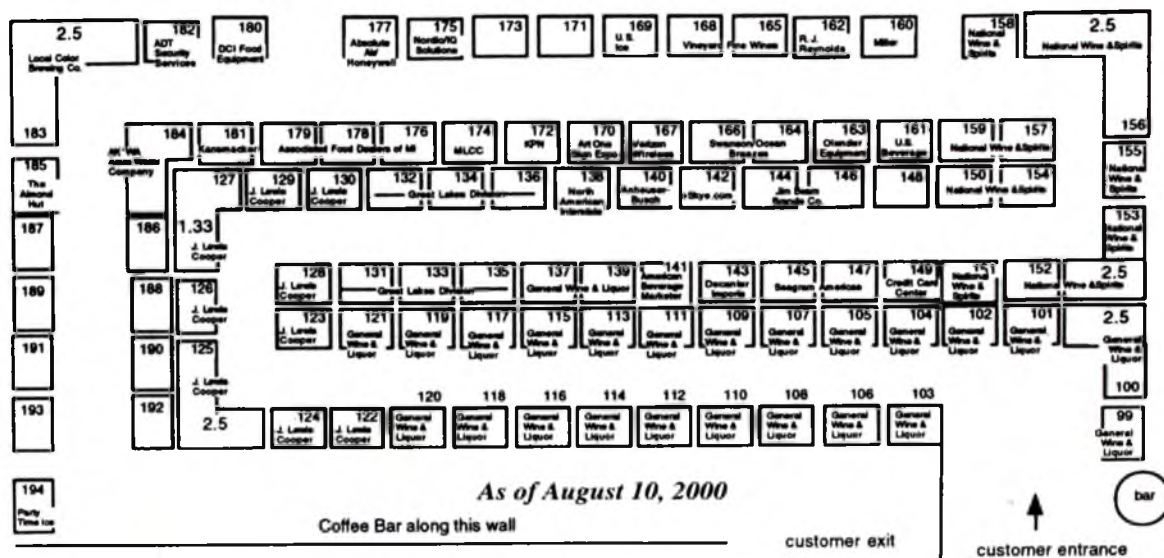
-The law requires that you be at least 21 years of age to attend
-Proper attire, please -No bags in, no bags out

Call AFD for more information: (248) 557-9600.



Associated Food Dealers of Michigan
Working hard for the Food and Beverage
Industry for over 84 years!

The AFD/Beverage Journal Holiday Show is "Stuffed" with deals for you!



What to expect at the AFD / Beverage Journal Holiday Show...

This is just a small sample of the new products and discounts that will be available.



Absolute Air will be displaying the all new Clean Air Machine, an affordable solution to indoor air pollution. With talk of a smoking ban, proprietors need to control second hand smoke and odors.



ADT Security Systems is offering a 15% discount on their alarm and surveillance product lines.



AKWA Water is offering half off all plate charges, free artwork and setup, on all orders placed at the show.

The Almond Hut is now roasting almonds in strawberry flavor. Prepay for an order at the show and receive free shipping on your first order, and a 10% discount on your second order.

American Beverage Marketers are sampling Margarita Fruit Puree's, a new product from Finest Call Cocktail Mixes. Look for the following flavors: strawberry, raspberry, peach, banana, and prickly pear.



Art One Sign Expo will give first time customers a 20% discount on all competitors' quotes for signs, awnings, channel letters, engraving, neon, digital printing, silk screening, banners and truck lettering.

Credit Card Center

Buy an ATM machine from Credit Card Center, within 30 days of the show, and receive a \$500 discount.



General Wine & Liquor Company will be sampling its new Italian line called Masti, and new Thors Hammer Swedish Vodka, which is 100% wheat based.



Sample the following new products from J. Lewis Cooper Co.: Skyy Citrus Vodka which is made from five citrus fruits, Tanqueray No. Ten Gin

which is a super premium gin, Dirty Olive Vodka which is perfect for making dirty bloody mary's, and Domaine Chandon Brut Fresco which is a fresh flavored citrus fruit Champagne.

Jim Beam Brands Co. will be sampling VOX, an exceptional new vodka imported from the Netherlands. Also, make sure you sample the newest Dekuyper flavor, Peach Pucker.

The Michigan Liquor Control Commission is taking advantage of the newest technology. Retailers can pay for liquor orders electronically, and receive MLCC news bulletins immediately via e-mail. You can also learn about the new MLCC automated information system at the show.



National Wine & Spirits will be sampling three new products: KeKe Beach, a key lime liqueur, Brilliant Vodka which is 5-times distilled, 3-times filtered and passed over a screen filled with "cut diamonds" and red hot cinnamon schnapps called Lava Schnapps.



Reduce the risk of robbery with North American Interstate's new time access safe, TACC IV. In addition to demonstrating the newest technology, North American Interstate is offering up to \$500 cash back on all ATM orders placed at the show.



Ocean Breezes and Swanson Commercial Food Equipment Service, Inc. will be sampling, Mango Passion, their new frozen beverage flavor. Buy five cases at the show and receive the sixth case free.



Seagram Americas will be sampling two new products: Margaritaville Tequila and VO Gold.

United States Beverage will be sampling the new Goose Island Oktoberfest, as well as Anniversary Ale and Christmas Ale. Hooper's Hooch, Lemon, Orange and Red Brew will also be available.

Exhibitors selling products at the AFD/Beverage Journal Holiday Show:

Absolute Air / Honeywell: #177
ADT Security Services: #182
AK WA Water Company: #184
American Beverage Marketers: #141
Anheuser-Busch: #140
Art One Sign Expo: #170, 172
Assoc. Food Dealers of MI: #176, 178, 179
Credit Card Center: #149
Decanter Imports: #143
DCI Food Equipment: #180
eSkye.com: #142

General Wine & Liquor Co.: #99-121

Acosta PMI—Motts; Artisans & Estates;
Better Beverage Imports;
Brown-Forman; Canandaigua Wine;
Charles Jaquin; Clicquot Inc.; ConBrio;
David Serman Corp.; DeLoach Vineyards;
Distilleries Stock; F & F Fine Wine;
Geyser Park Water; Great Lakes Liquor Co.;
Heaven Hill Distillers; Humphrey & Brown;

Kohland Corp.; Lelanaue Wine Cellars;
North American Beverage Group;
Pinnacle Consortium; R & A Imports;
Remy Amerique; Royal Wine Company;
Seagram Chateau & Estates; Sebastiani;
Southcorp; Spiritissimo;
St. Clair Wine & Spirits; Stimson Lane;
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Great Lakes Division: #131-136

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UDV North America

Jim Beam Brands: #144, 146
Kansmacker: #181
KPN Technologies: #170, 172

Local Color Brewing Company: #183
Michigan Liquor Control Commission: #174
Miller Brewing Company: #160

National Wine & Spirits: #150-158

Allied Domecq; International Beverage;
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Majestic; Millennium; Phillips; Sazerac;
Shaw Ross; UDV North America

Nordic / IQ Solutions: #175

North American Interstate: #138

Ocean Breezes: #164, 166

Olender Equipment: #163

Party Time Ice: #194

R.J. Reynolds: #162

Seagram Americas: #145, 147

Swanson Commercial Food Equipment: #164, 166

The Almond Hut: #185

United States Beverage: #161

U.S. Ice: #169

Verizon Wireless: #167

Vineyard Fine Wines: #165, 168

N.G.A. calls for action to ensure access to food stamps

In the wake of numerous reports of breakdowns in the electronic system for dispensing food stamps, the National Grocers Association (N.G.A.) has called on the Agriculture Department to take steps to ensure that recipients can still get food when there is a breakdown in the electronic benefits transfer (EBT) system.

In a meeting with Shirley Watkins, the department's undersecretary for food, nutrition and consumer services, and Judy Paradis, deputy undersecretary, Thomas Wenning, N.G.A. senior vice president and general counsel, urged that the department act quickly to "adopt as its number one priority a procedure that authorizes emergency vouchers when EBT systems are out and/or voice authorization is unavailable."

Also at the meeting to discuss the problems that food stamp recipients and food retailers have experienced was Don Mascola, director of in-store operations for K-VA-T Food City Stores, who told Watkins about the adverse impact on grocery store of failures in the EBT system, and representatives from FMI.

Wenning recommended several actions by which USDA could better serve grocers and food stamp recipients.

"Retailers," he said, "should be able to provide food stamp recipients with up to \$40 worth of groceries under an emergency voucher system. This will at least permit food stamp recipients to receive some food items with the presentation of their EBT card and signature provided to the food retailer at checkout."

In addition, said the N.G.A. executive, "USDA needs to act to reduce the allotted time for reversals and adjustments, so that food stamp recipients can have timely access to their benefits. Food stamp recipients and retailers are experiencing unnecessarily long periods of time by EBT contractors to process reversals. Also, USDA should conduct a thorough review of contractor EBT systems to assure that redundant backup systems are in place to take over when outages occur."

Watkins indicated that USDA has serious concerns about EBT outages and other problems with the system that are occurring, particularly when they result in food stamp recipients being unable to purchase food or have access to food stamp money. She said that the department is considering a variety of steps to take to resolve these problems.

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October 2000

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Cadillac Coffee names vice presidents

Cadillac Coffee Company® President and co-owner Guy T. Gehlert has named Mark Allan Skibowski vice president of operations and promoted co-owners John R. Gehler, Jr. and Kenneth L. Gehlert to executive vice president positions.

Skibowski, formerly of Allor Manufacturing in Brighton, MI, will oversee all aspects of manufacturing operations at Cadillac's roasting plant in Ft. Wayne, IN.

Kenneth L. Gehlert has been promoted to executive vice president of sales. He will continue with his current responsibility of managing all sales and will also directly supervise Cadillac's Office Coffee Division, a department he started in 1974.

John R. Gehlert, Jr. has been promoted to executive vice president of commodity purchasing and operations. He will focus solely on commodity purchasing and quality control.

Parker to lead new c-store division

Cadillac Coffee Company has also named J. Stephen Parker as head of its newly created convenience store division. Parker will serve as convenience store category executive and will be responsible for growing Cadillac's c-store business on both regional and national levels.

No longer under the umbrella of Office Coffee Service division, Parker will concentrate on gaining market share in the booming c-store industry.



Mark A. Skibowski



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Alice Gustafson selected to top ten woman business owners

Hubert Distributors, Inc. president and CEO, Alice Shotwell Gustafson, was recently honored as one of Michigan's Top Ten Women Business Owners of Distinction. The award is presented by the Greater Detroit Chapter of the National Association of Women Business Owners each year to ten women business owners who "...demonstrate qualities that make her an outstanding role model for other women and demonstrate leadership qualities that have made an economic impact on the community or public policy."

Hubert Distributing, founded in 1937, is the Anheuser Busch Distributor in Oakland County. The company has grown from its humble beginnings with two delivery vehicles to a company employing over 140 people and distributing roughly four million cases of beer annually.

Alice Gustafson and Hubert Distributing have long been involved in a variety of Oakland County civic and charitable activities including Boy Scouts, Rotary Club, Boys and Girls Clubs, YMCA and Oakland University.

The "Jim Bellanca Putting Challenge."



Easy come.....



Easy go.



A quick stop at the Sauza Tequila "watering hole." (l to r) Nick Haddad, Joe Luka, Greg Krogol, Shari Silver and Brian Yaldeo



John Manni (r) and his first place team prepare to award the seventh place "Champions."



Past Chairman and longtime AFD friend Tony Munaco (l) visits with past chairman Bill Viviano.



Lottery Commissioner Don Gilmer (r) and James Wilkerson



Donya Fields (front) of AAA received a door prize from Golf Co-Chair Yvonne Stark.



Just another day at the office for Jim Garmo (l) and Alaa Naimi.



The North Pointe Insurance team (l to r) Ed George, Rick Mitzel, Brian Lyons and Jim Holycross.

AFD on the Scene



These guys were "shootin'" for par! (l to r) Mark Eaton, Scott Hanbury and Ryan Vossler



Keep your eyes on the ball?

A big THANK YOU to the AFD Golf Outing Committee 2000 for making this year's event such a success!

2000 Co-Chairs

Yvonne Stark, Miller Brewing Co.
Thomas Welch, Hollywood Supermarkets

Committee Members

Doug Gniewek, Meadowbrook Insurance Group
Nick Bontomasi, Coca-Cola
Ronnie Jamil, Mug & Jug
Matthew Barribeau, Coca-Cola Bottling Company
Matthew L. Cole, Brown-Forman Beverage Company
Jerry Heiss, Metz Baking Company
Kevin Larsen, I&K Distributors
Mike Rosch, General Wine & Liquor Company
Ed Frost, Faygo Beverages
Bob Webster, Rocky Peanut Co.
Jim Blain, Kowalski Companies
Don Parks, Interstate Brands Corp.
Joe O'Bryan, American Bottling Co.
Kevin Paschke, Allied Domecq Spiritis USA
Mark Sarafa, Frito Lay Inc.
Sharkey Haddad, America 2000
Faiez Asmary, National Wine & Spirits Corp.
Sabah J. George, Bonanza Party Store



James Hunter from Anheuser Busch shows championship form.



(l to r) Dominic DeMark, Kerry Wozniak and Nick Pyrras of Verizon Wireless



AFD board member Chris Zebari tees one up for Pepsi-Detroit with (l to r) Bill Moore, Nick Schroeck and Dave Dempsey.



Back from retirement by popular demand was guest M.C., Larry Stamos. Thanks Larry!



Golf Outing Co-Chairs Yvonne Stark of Miller Brewing and Thom Welch of Hollywood Super Markets receive thanks from AFD Chairman Sam Dallo (center.)



(l to r) Nick Nicolay, Jim Clark, Larry Stamos and Ronny Jamil



Don Parks (l) of IBC Wonder Bread/Hostess watches teammate W.C. Sanders prepare to split the fairway.

The Associated Food Dealers of Michigan, it's Board of Directors and the Scholarship Golf Outing Committee wish to extend a very hearty thank you to the following companys and individuals that helped to make the 2000 AFD Scholarship Golf Outing a huge success:

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Representative Joseph Rivet prefers service over politics

by Kathy Blake

As Bangor Township supervisor, State Representative Joseph L. Rivet (D-97), realized that public service should take precedence over politics. "During that time, I learned to do what's best for the public rather than what's best politically. I evolved from a political animal to a public servant," he explained. By making himself accessible, he would help people with problems regardless of his schedule.

He was elected supervisor in 1994 in a special election due to the recall of the Bangor Township Board of Trustees. He was reelected in 1996. During his four years with the township, the board increased fire and police protection, put in new water mains and took a negative deficit and turned it into a positive. Holding a Masters in Business Administration (MBA) from Michigan State University helped Rivet with his township position. He wrote a strategic business plan and checked bond proposals for accuracy. "I killed a \$14 million bond refinancing

because the numbers were wrong," he said. "People always say we should be more business-like in government," says Rivet. In this application, he saved taxpayers thousands of dollars.

Rivet's father, Edward Rivet, was also a Bangor Township Trustee, 20 years earlier. When Joseph was eight years old, he helped with his father's first campaign. In 1980, his father was elected to the Bay County Board of Commissioners. Now Edward is chairman of the board of commissioners.

Representative Rivet graduated from Bangor John Glenn High School in Bay City in 1983. He received an Associate of Arts degree from Delta College and a Bachelor of Arts degree



from Michigan State University and then obtained his MBA in 1991.

While living in Lansing during college, he became a legislative aide for State Representative Tom Hickner. Rivet ran for the state representative seat when Hickner left office to become Bay County executive. "At the age of 26, I ran for state representative. With limited dollars, I ran a guts and shoe leather campaign, knocking on 5,000 doors," Rivet said.

He lost by a narrow margin in that 1992 election. He then went to work as executive director for the Bay Area Convention and Visitor's Bureau for two years before becoming Bangor Township Supervisor.

Running for state representative in 1998, Rivet said a few Bangor residents told him, "We aren't going to vote for you because we don't want you to leave." Rivet responded with a plea for support which he says he received.

Rep. Rivet is Vice Chair of the Oversight and Operations committee, and is a member of the Agriculture and Resource Management committee and the Great Lakes and Tourism committee.

Working with the Bay Area Convention and Visitor's Bureau gave Rivet some background for the Great Lakes and Tourism committee. Bay City has one of the top five ports in Michigan. It's a large port on the Saginaw River where ships carry cargoes full of gasoline, coal and other products.

His district has 30 miles of Saginaw Bay shoreline and five miles of Saginaw River shoreline. The district has a variety of sources of income: agricultural, manufacturing, tourism and commerce. "We have a good mix," says Rivet. With

Linwood Pickles, S.E. Johnson (formerly Dow Chemical), Dow Coming World Headquarters, a GM facility and others, Rivet's district is active with manufacturing.

The Pinconning area is famous for the cheese it produced, however the last cheese manufacturer closed recently due to environmental issues. The costs of complying with regulations for handling bio-solids and waste water from processing was too high. There is still a large cheese-processing operation in the area, although now the cheese comes from Wisconsin.

Rivet learned an interesting fact while serving on the Agriculture and Resource Management committee. "It's illegal to sell chocolate-covered liquors, in Michigan," he reports. "Unfortunately, consumers are buying them from out of state," he adds. This is taking sales away from Michigan retailers. "We've drafted an amendment but haven't pushed it yet because the Department of Agriculture wants to work on it with the Liquor Control Commission," says Rivet.

The role of the Oversight and Operations committee, which he chairs, is that of a watch dog, overseeing the auditor's books and making sure the state departments are doing their jobs, says Rivet.

Rivet continues his public service directive that he adopted as Bangor supervisor in doing his duties as state representative.

"Whether a bill is politically good or not, I'll vote no if it's not a well constructed bill," Rivet says. He voted against the Single Business Tax elimination bill for that reason. "I refused to vote on it until they revamped it. Then I voted for it to concur with the senate substitute because it was good for Michigan," says Rivet.

Rivet is married with three children: 7, 4 and 1 years of age. His wife works for the federal government and Rep. Rivet says he takes an active role in parenting.

"If I'm not doing my job, I'm chasing my three kids around." They have a family cottage in Grayling where he enjoys fly fishing and golf. A hobby he developed in college is fencing. He periodically teaches and performs fencing demonstrations.

To reach Rep. Rivet, call 1-888-737-0097, email: jrivet@house.state.mi.us or write State Representative, The Honorable Joseph Rivet, P.O. Box 30014, Lansing, MI 48909-7514.

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Packaging and promotions help retailers elevate salty snack sales

By Paul Rogers

Last year, convenience stores pushed more than \$1.9 billion in salty snacks out the door.

While that may sound like a fairly good accomplishment, the \$1.9-billion mark was not that hard to crack. According to the Snack Food Association, Alexandria, Va., convenience stores sold nearly \$1.89 billion in salty snacks (not including meat snacks) in 1998. Even a lackluster one percent sales gain would put the segment over the top.

Unfortunately, says Wendy Detwiler, category manager at Sheetz Inc., Altoona, Pa., the salty snack category has indeed been delivering "flat to minimal" growth, with the least amount of excitement in the potato chip category. Detwiler's experience reflects industry data showing sales fell from 3.8 percent in 1997 to 3.4 percent in 1998, according to the National Association of Convenience Stores State of the Industry report.

But all is not gloom and doom. C-stores that aggressively attacked the salty snack segment last year with promotional programs and new marketing strategies, and salted snack manufacturers that introduced new products and packaging, say the 1999 returns are an improvement.

In fact, they anticipate breaking the \$2-billion barrier in 2000.

It's all in the package

One way manufacturers are reinvigorating the salty snack category is through packaging. Not surprisingly, consumers are looking for convenience packaging in purchases. Many times, this requires just simple tweaking to existing lines.

King Nut Co., Solon, Ohio, has seen its snack nut sales rise 10 to 15 percent in each of the last two years since it started packing its products in tubes.

"It has really been taking off for us," says Matt Kanan, national sales manager. Kanan attributes tube packaging epitomizes what a consumer is seeking in a convenience store snack. "It's quick and easy to eat on the go. You rip off the top and pour it into your mouth. You never have to touch them, so it's not messy at all."

Also, the 1.5- to 2-ounce sizes translate into just big enough. "You don't have to worry about not finishing it all, as opposed to opening a bigger bag," Kanan says.

On the other hand, traditional 1.5- to 2-ounce potato chip packages no

longer satisfy the appetites of today's busy grab and-go consumer, say retailers and manufacturers alike.

"Convenience store customers are looking for larger bags than have traditionally been the cornerstone of programs," says Mark Tralongo, national sales manager for Shultz Foods. The pretzel company is based in Hanover, Pa. "They want a little bit larger bag, in the 4- to 5-ounce range, a little more substantial, a little more of a belly filler."

Chicago-based C.J. Vitner Co. went one step further. The salty snack manufacturer did something that would "give marketing guys a nightmare," says Phil Bremser, vice president of sales. The company revamped its \$1.99 bag line, which covers all classes of salty snacks from potato chips to pretzels to pork rinds, replacing the 9- to 12-ounce packages with 12- to 16-ounce bags, yet keeping the price the same.

"It was so unheard of that we thought it was going to make a difference," says Bremser.

"We thought, 'Are we crazy to do this?' But if the consumer will buy more, then we are not crazy at all."

So far, the consumer is buying more. On the strength of its 15 "Big Bag" varieties, Vitner's salty snack volume in c-stores, which is the company's main market channel, is up 8 percent in 1999. Bremser expects better things this year as the products gain more exposure.

It's all in the product

Even if the package fits the consumer, it still better contain a product that will bring them back for more. As has been the trend in recent years, flavored items, like cheddar and honey mustard pretzels, are a big hit.

But Tom Howe, president of Jays Foods, Chicago, says the trend is

changing from not just flavored items, but specifically a desire for hot and spicy. This year, the company introduced three taste-bud burning varieties targeting the c-store

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O-Ke Doke Hot

Stuff

jalapeño

cheese

popcorn,

and Extra

Hot pork

skins.

But with

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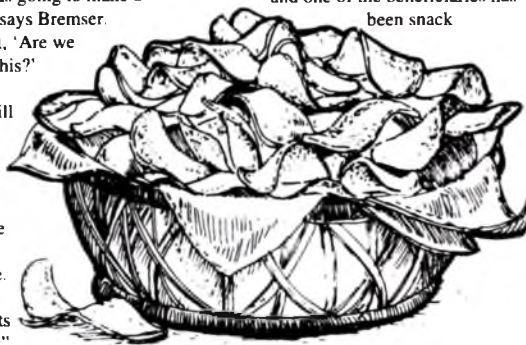
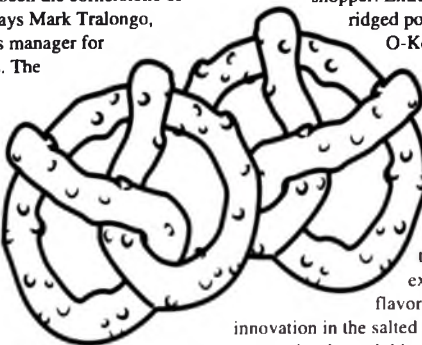
exception of

flavored items,

innovation in the salted snack category has lagged this past year. Industry experts say the fat-free phase has come and gone.

Manufacturers are looking for other ways to dazzle c-store customers. One is expanding the salted snack universe. As they did with the creation of fabricated chips like Pringles and Sun Chips, manufacturers are starting to offer consumers more salted snack variety.

"Traditionally, the salted snack market in convenience stores has been potato chips and pretzels, but there is a lot more crossover now, and one of the beneficiaries has been snack



crackers, especially in single-serve bags and pouches," says Chuck Lamkin, marketing manager at Keebler Foods Co., Elmhurst, Ill.

In just over two years, Keebler's Cheez-It snack crackers brand has soared from a \$150 million brand to more than a \$230 million brand. Last year, the company expanded the line with four varieties of Cheez-It Snack mixes: Double Cheese, Big Crunch, Get Nutty and the basic Snack Mix. The Bounce bags are selling well in c-stores, according to Lamkin, and Keebler is developing a single-serve package.

"From our point of view, there is

not a huge growth like that in any other kind of product. Snack mixes have just been blowing everything out of the water sales-wise and have become a strong component in the salty snack arena," says Lamkin.

It's all in the promotion

Even if you've got the right product in the right package that does not guarantee anyone is going to buy it. Manufacturers and retailers are working on raising the profile of salty snacks as the third component in the effort to increase sales.

The convenience store salty snack purchase is "the impulse buy of impulse buys," says Jays' Howe. "The importance of display in the store is so critical—whether you are in the aisle or the ends of aisles or on spinner trees or if there are displays suctioned cupped to cooler doors. All opportunities generate impulse."

Elmhurst, Ill.-based White Hen Pantry has been successfully using a bundling approach to generate sales. With the combo meal, customers buy one entree item (a sandwich or chicken Caesar salad, for example). Then for an extra dollar they get either a 32-ounce fountain drink, a bottle of White Hen Pantry spring water, or a Dean Foods Co. Milk Chug pint, plus one of 10 selected snack items. The 330 store chain had been offering the combo meal for 50 cents extra until last year when it switched to a dollar.

"Close to 75 percent of all our lunches go out as combo meals," reports Jim Bayci, a White Hen Pantry franchisee. Bayci was formerly purchasing manager for the chain.

"We have a downtown Chicago location, and the variety of the combo program is a reason for the customer to come in more than one time a week. At other fast-food outlets they get one brand of snack. Here, they can shop and go through the whole category," he says.

The program is backed by a four-color mobile hanging from the ceiling that features a particular snack offering and the entrees. "We see more movement on the item pictured, but that is updated and refreshed every six to eight weeks," says Bayci. White Hen Pantry has been building the promotional program over the past four years, continually updating and tweaking to keep it fresh.

—CSP

Miller delivers good news for new millennium

The beer industry enters the new century with a very healthy profile, according to *Beer is Volume with Profit*, Miller Brewing Company's venerable annual analysis of the beer and beverage industry.

According to the analysis, total U.S. beer volume rose 2.7 million barrels, to just under 200 million barrels, during 1999. Adult beer drinkers spent more than \$63 billion on what the report calls "America's favorite beverage of choice." Nearly 500,000 retailers enjoyed \$31 billion

in beer profits during the year.

The 88-page publication goes into considerable detail about sales in the on- and off-premise retail classes of trade. New this year is a concise examination of the impact of direct store delivery, or DSD, on overall sales and profits.

Beer is Volume with Profit is available free of charge to anyone associated with the beer industry. Just call 1-800-MBC-BEER for a copy.

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J.R. Marketing & Promotions	(810) 296-2246
JDA, Inc.	(313) 393-7835
Market Advantage	(248) 351-4296
PJM Graphics	(313) 535-6400
Promotions Unlimited 2000	(248) 557-4713
Stanley's Advertising & Dist.	(313) 961-7177
Stephen's Nu-Ad, Inc.	(810) 777-6823

RESTAURANTS:

Copper Canyon Brewery	(248) 223-1700
The Golden Mushroom	(248) 559-4230
Palace Gardens	(810) 743-6420

SERVICES:

AAA Michigan	(313) 336-0536
Abbott, Nicholson, Quilter, Esshaki & Youngblood	(313) 566-2500
Action Inventory Services	(810) 573-2550
AirPage Prepay & Talk Cellular	(248) 547-7777
AirTouch Cellular	(313) 590-1200
American Mailers	(313) 842-4000
Ameritech Pay Phone Services	1-800-809-0878
AMT Telecom Group	(248) 862-2000
Ann Klempner Red Carpet Keim	(734) 741-1262
Automated Collection Systems	(248) 354-5012
Bellanca, Beattie, DeLisle	(313) 882-1100
Cellular One—Traverse City	(231) 922-9400
Central Alarm Signal	(313) 864-8900
Check Alert	(231) 775-3473
Checkcare Systems	(313) 263-3556
Credit Card Center	(248) 476-2221
Dean Nadeem Ankouny, JD Attorney At Law	(810) 296-3967
Detroit Edison Company	(313) 237-9225
Eskey Co., Inc.	(317) 632-3870
Follmer, Rudzewicz & Co., CPA	(248) 355-1040
Frank Smith Re/Max in the Hills	(248) 646-5000
Garmo & Co., CPA	(248) 737-9933
Goh's Inventory Service	(248) 353-5033
Great Lakes News	(313) 359-1001
Guardian Alarm	(248) 423-1000
J & B Financial Products LLC	(734) 420-5077
Jerome Urcheck, CPA	(248) 357-2400, x257
Karoub Associates	(517) 482-5000
Law Offices-Garmo & Garmo	(248) 552-0500
Market Pros	(248) 349-6438
Meter Mate	(800) 843-6283
Metro Media Associates	(248) 625-0700
Nationwide Communications	(248) 208-3200
North American Interstate	(248) 543-1666
Paul Meyer Real Estate	(248) 398-7285
Payment Authority, The	(248) 879-2222
Prudential Securities, Inc.	(248) 932-4480
Quality Inventory Services	(810) 771-9526
Retail Accounting Service	(313) 368-8235
REA Marketing	(517) 386-9666
Safe & Secure Investigations, Inc.	(248) 425-4775
Sal S. Shimoun, CPA	(248) 593-5100
Security Express	(248) 304-1900
Smokeless Tobacco Council, Inc.	(202) 452-1252
Southfield Funeral Home	(248) 569-8080

Staver & Souve, PC	(734) 374-1900
Harold T. Stulberg, R.E., Broker 24 Hours	(248) 351-4368
Telecheck Michigan, Inc.	(248) 354-5000
Travelers ExpressMoney Gram	(248) 584-0644
Western Union Financial Services	(248) 888-7423
Whitey's Concessions	(313) 278-5207

STORE SUPPLIES/EQUIPMENT:

Belmont Paper & Bag Supply	(313) 491-6550
Brehm Broaster Sales	(517) 427-5858
Cost Savings & Reduction Specialists	(561) 398-9396
Culinary Products	(517) 754-2457
DCI Food Equipment	(313) 369-1666
Envipco	(248) 471-4770
Hobart Corporation	(734) 697-3070
Kansmacker	(517) 374-8807
Martin Snyder Product Sales	(313) 272-4900
MSI/BOCAR Store Fixtures	(248) 399-2050
National Food Equipment & Supplies	(248) 960-7292
North American Interstate	(248) 543-1666
Oreck Floor Care Centers	(810) 415-5600
Sarkozi-Hollymatic Equipment	(313) 381-5773
Serv-Tech Cash Registers	(800) 866-3368
Swanson Commercial Food Equipment Services	(800) 762-8277
Taylor Freezer	(313) 525-2535
TOMRA Michigan	1-800-610-4866
Wadie Makhay Produce Specialist	(248) 706-9572

WHOLESALE/FOOD DISTRIBUTORS:

AKWA Water Co.	(248) 627-4737
Capital Distributors	(313) 369-2137
Central Foods	(313) 933-2600
Consumer Egg Packing Co.	(313) 871-5095
EBY-Brown, Co.	1-800-532-9276
Family Packing Distributors	(248) 738-5631 or (313) 873-3999
Fleming Company	(330) 879-5681
Food Services Resources	(248) 738-6759
Garden Foods	(313) 584-2800
Global Interactive Technology	(517) 681-2729
Gourmet International, Inc.	1-800-875-5557
Hamilton Quality Foods	(313) 728-1900
Hammell Music, Inc.	(248) 594-1414
Hav-A-Bar	(810) 234-4155
I & K Distributing	(734) 513-8282
Jerusalem Foods	(313) 538-1511
Kaps Wholesale Foods	(313) 567-6710
Kay Distributing	(616) 527-0120
Kramer Food Co.	(248) 851-9045
L&L Jiroch/J.F. Walker	(517) 787-9880
Lipari Foods	1-810-447-3500
M&L Distributors	(517) 623-0420
Mr. Dee's Gourmet Foods	(734) 747-8475
National Bulk Foods	(313) 292-1550
Norquick Distributing Co.	(734) 254-1000
Robert D. Arnold & Assoc.	(810) 635-8411
S. Abraham & Sons	(248) 353-9044
Sherwood Foods Distributors	(313) 366-3100
Spartan Stores, Inc.	(313) 455-1400
State Fair Wholesale, Inc.	(248) 542-3535
Suburban News: Warren Flint	(810) 756-4000 (810) 785-4200
Super Food Services	(517) 777-1891
SuperValu Central Region	(937) 374-7874
T.I. Spices, Inc.	(810) 790-7100
Tiseo's Frozen Pizza Dough	(810) 566-5710
Value Wholesale	(248) 967-2900
Weeks Food Corp.	(810) 727-3535
Ypsilanti Food Co-op	(313) 483-1520

ASSOCIATES:

American Synergistics	(313) 427-4444
Canadian Consulate General	(313) 567-2208
Livorno-Davison Florist	(248) 352-0081
Minnich's Boats & Motors	(810) 748-4400
Wilden & Assoc.	(248) 588-2158
Wolverine Golf Club, Inc.	(810) 781-5544

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