

**MACK Hospitality
Super Stars of the Month**

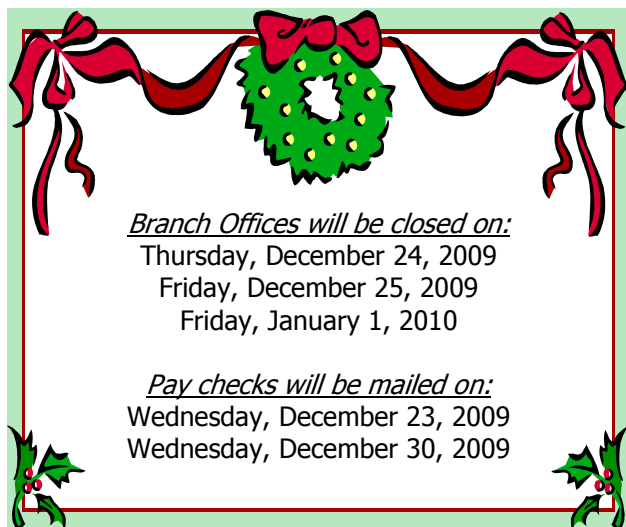


Each month we list our employees who have gone "above and beyond." \$5.00 in Bonus Bucks is issued to each Super Star!

Lancaster Team: *Sharon Cassidy* for giving a fellow employee a ride home from a client after she lost her car key. *Danielle Gross* for staying an extra 45 minutes to help to search for the keys. *Drew Fitzgerald* for covering a last minute valet shift at El Serrano after a 5:00 A.M. shift earlier that day.

Harrisburg Team: Hats off to *Michelle "Missy" Smith*. She is ALWAYS taking last minute assignments to help us out! We know we can count on her! *Flo Garlinger* is new to our team, but is starting out very strong! The Harrisburg office needed someone to fill in for a last minute call-off at a VIP event. Flo saw the email and immediately requested time off from her full-time employer and saved the day for us!!! That's dedication!

Reading Team: *Cathy Strupp* for heading out immediately on a Friday afternoon to "save the day" at French Creek after the client called to add a server very last minute! *Holly Best* and *Joe Smith* – for "wowing" our new client for the BJ'S Grand Opening! They both worked extra shifts after we had a few employee call offs!!



Branch Offices will be closed on:
Thursday, December 24, 2009
Friday, December 25, 2009
Friday, January 1, 2010

Pay checks will be mailed on:
Wednesday, December 23, 2009
Wednesday, December 30, 2009



Upcoming RAMP Class:

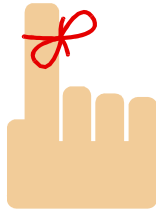
MACK Hospitality Staffing is hosting a RAMP (Responsible Alcohol Management Program) training classes on the following date:

- Wednesday, January 6, 2010 from 5:00 P.M. to 7:30 P.M. at Armstrong Manor in Lancaster.

Cost is \$25.00, paid direct to the trainer when you arrive to class (cash or a check only - no credit cards). This is normally a \$45.00 course, but our trainer works with us on the price as long as we fill the classes. The trainer is John Oleski from the PLCB. A score of 85% or better on the exam is required. You will be issued a card that is valid for 2 years. Please confirm with your staffing coordinator if you would like to attend any of these classes.

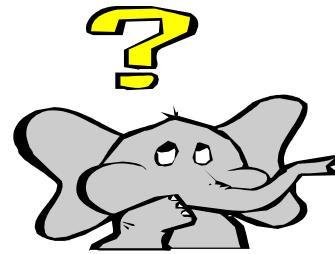
A BIG thank you to all the staff that worked 12/6/09 at the Hershey Lodge! The client was very pleased and said they could not have done it without us! An extra special thanks to the Reading team and Lancaster team for helping us out so early in the morning!

Lancaster Staff:
As most of you are aware I am expecting a little boy "any day" now and will be leaving on maternity leave until March 2010. During my absence Kathy Masten will be covering for me. She will be your contact while I am gone. Everything will remain the same as far as email address and cell phone number.



Reminders:

- Emailing to call off a shift will result in a written warning. No shifts will be scheduled until the warning is signed. We do not have access to email during the weekend. Use the emergency cell phone number for weekend and after hours call offs.
- You are required to arrive 15 minutes early for each and every event.
- Read your event sheets prior to going to each assignment.
- If you walk off a job or if you are a no call no show to an event, you are immediately terminated and you will be paid minimum wage for the hours you worked in that week.
- Our team leaders are to be treated with respect. They are being paid to make sure the staff is compliant with our rules as well as the rules of our clients. The team leader will evaluate the staff on performance, uniform and attitude while on the job. Warnings will be issued if needed.
- Monday is payroll day! Please do not call the office unless it is an emergency. The staffing coordinators are under a time frame to get payroll done. If you are emailing, please don't expect an immediate response! Please be respectful with our time!



Did You Know

The Origins of Some Famous Products!

- **Potato Chips** – in 1853, a chef named George Crum in Saratoga Springs, NY, grew frustrated by a diner who kept sending his potato crisps back, complaining they were soft and soggy. Crum sliced some potatoes as thin as he could, fried them in oil and sent them out. The customer loved them and a new snack was born!
- **Corn Flakes** – The Kellogg brothers were searching for healthy foods to feed patients at the Battle Creek Sanitarium in Michigan. They inadvertently left some boiled grain on the stove for a few days, but decided to try putting the stale remains through rollers to make dough. It turned into flakes instead and then they decided to try toasting them. After a bit of development, they came up with a tasty food that patients enjoyed, and in 1906 one of the brothers, Will Keith Kellogg, founded the Kellogg's Food Company.

