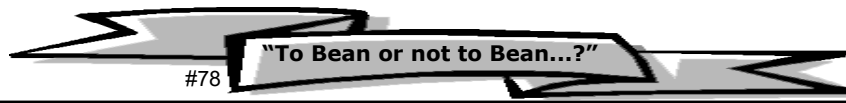




# Bean Soup

## Entertainment & Stuff



Issue 20 Number 3

July - September 2016

Free\*

### Limited Service - Not Counter Service

When The Vanilla Bean Café opened its doors in 1989 we were offering what was not a well-known concept in service. The restaurant industry had no name for this type of service and individual operators who engaged in it called it 'limited service', because that is exactly what it is. More recently the restaurant industry has created a new category of restaurants that we fall into as well, and that is called fast casual. A fast casual restaurant is a type of restaurant, found primarily in the United States, that does not offer full table service, but promises higher quality food with fewer frozen or processed ingredients than other fast food restaurants. It is a concept that falls between fast food and casual dining and is usually, but not always, priced in that middle area. The category is exemplified by chains like Chipotle Mexican Grill, Boston Market, Panera Bread and Shake Shack. It is important to note that most of these fast casual chains do not have a practice of delivering to the customers table. Guests wait for their order and are either called by name, number or via a pager. In these estab-

lishments you are also expected to clean up after yourself.

By contrast, limited service restaurants require the customer to order and pay at the counter, but then sit and wait at a table for their order to be delivered to them. Customers are not required to clean up after themselves, they can and often do, but it is not expected. Limited service restaurants may also have self-service stations, like condiment, coffee and beverage stations where the guest helps themselves to what they need.

At The Vanilla Bean Café and Dog Lane Café we offer limited service with a self-service coffee station with a bottomless cup of coffee. Many drinks are also available via self-service. While we do not offer full-service to our customers, we function like a full-service restaurant in most other aspects of the operation. We have a Head Chef, a Sous Chef and prep cooks like you would find in a full-service restaurant. We deliver food items to the table and clear the table when the customer is finished. And while we won't ask if

...continued on page 2

### Cindy Kallet & Gray Larsen @ Connecticut Audubon Friday, October 7 @ 7:30 pm

Cindy Kallet and Grey Larsen, each well-known and loved for their decades of music making, have spent nearly a decade in a joyful musical collaboration. Cindy is a superb singer, guitarist, songwriter, and multi-instrumentalist. Grey is one of America's finest players of the Irish flute and tin whistle, as well as an accomplished singer and concertina, fiddle, piano and harmonium player. As composers each contributes to the tapestry of contemporary folk and world music as it flourishes in the US today. Together, they weave songs and tunes of vibrant color and rich texture.



### Dog Lane Café Wins Business of the Year Award



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## Limited Service

Continued from page 1

## Limited Service

the customer needs anything after we deliver to the table, if a customer asks, we will take care of that request as if we were full-service.

We make all of our soups and chilies in house. Our daily specials are something you don't find in fast casual chains and we hand prepare most of our menu items. Specialty items are brought in from unique purveyors and high quality items from all of our distributors. All of our staff is educated and trained in the preparation of quality food and the limited service we offer along with overall hospitality.

The benefits of limited service are numerous and take care of the business as well as the customer. First and foremost, the business can service a larger number of customers in a much faster time frame. That means more customers for the business and less wait time for the customer. The following list shows the benefits to the customer as well as the business:



### Benefits for the Customer

- High quality food
- Fast service
- Help yourself to more coffee (no waiting)
- No waiting for a server to take your order
- No waiting for a server to check out
- No tipping 15% - 20% of check amount
- Customer leaves or stays at their leisure (no unnecessary waiting)

### Benefits for the Business

- Faster service
- More customers in shorter time frame
- Less service related problems
- Less staff turnover
- No managing of tipped employees or tips
- More efficient service to the customer
- Customer leaves or stays at their leisure
- Ability to cross train all staff
- More efficient operation overall

Businesses offering limited service in the fast casual segment are not allowed to take a tip credit on what they pay their servers, so the overall cost of labor is higher for these business compared to full-service restaurants. The current minimum wage in Connecticut is \$9.60 per hour. The tip credit allows full-service tipped employees to be paid \$6.07 per hour, with the tips received from customers making up the difference (and then some in most places).

We pay all of our employees above the minimum wage and all of our full-time managers and cooks are paid significantly higher than the minimum wage. This allows us to reduce turnover and maintain the high quality of our offer. These higher costs of business are reflected in the cost of the items on the menu. The higher prices on the menu are due to the higher quality food being offered and the labor it takes to produce and serve this quality of food. It is important to note that when minimum wage increases, so do the prices on the menu – they are directly linked. The cost of labor is the largest expense that we have and can account for over 35% of our income. It is important to

note that a restaurant will be paying an additional 11% - 14% more on all labor to cover what is commonly called fringe benefits, these include the employer portion of Social Security payments, unemployment benefits (both state and federal) and worker's compensation insurance. Some states have abolished the tip credit and it hasn't changed the way servers are being tipped. However, it has made dining in those states more expensive than those that offer a tip credit.

The question we get asked occasionally is if any sort of tipping is required or expected with this type of service. The short answer is currently and culturally 'No', but that is changing with the limited service concept restaurants. Because there is some service involved we are seeing anywhere from 2-10% being left for our servers when there is a tip left at all. A good rule of thumb is that if a customer receives some service and/or leaves a mess for someone else to clean up then they should leave some sort of tip based on the cost of the meal. Tips can be left on the table or in the jars by the registers.

This limited service concept emerged before the fast casual concepts, but has grown along with these concepts. It is found more often on the west coast of the United States and in larger cities. It works in high volume areas and can often be slightly more profitable than full-service restaurants when there is enough business volume that is not overly effected by seasonality. Even though it has been around for many years, customers are still finding it a new style of service. Many diners are not aware of the benefits of this type of service but have grown to embrace it along with the all-around quality that is offered. And while many customers cannot always articulate exactly what it is they like about this type of service, they keep coming back. Overall it is the quality of the offer, speed of service and unexpected hospitality that makes this segment of the market thrive. ☺

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Friday	7 am - 9 pm*
Saturday	8 am - 9 pm*†
Sunday	8 am - 8 pm*

\*We may close early during colder months.

†Entertainment night -  
we serve dessert, beer & wine until 10 pm

**Web site:** [www.TheVanillaBeanCafe.com](http://www.TheVanillaBeanCafe.com)

**E-mail:** [ask@thevanillabeancafe.com](mailto:ask@thevanillabeancafe.com)

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**Phone:** 860-928-1562

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**Art Booking:** Kayla Murphy  
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**Bean Soup Ads:** Barry Jessurun  
[barry@thevanillabeancafe.com](mailto:barry@thevanillabeancafe.com)

*"Don't raise your voice, improve your argument."*

- Anonymous

**Bean Soup** is an information and  
entertainment newsletter.



Compiled by Barry Jessurun  
Written by Barry Jessurun



Layout & Design - Barry Jessurun



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The Vanilla Bean Café Pomfret, Connecticut 06258

## Accolades and Awards

### The New York Times

"The food...is freshly made, well  
seasoned and extremely tasty."

### The Boston Globe

"...great food - homemade soups, sandwiches,  
burgers, and the best fish cakes around - in a  
relaxed atmosphere."

### Yankee Magazine's Travel Guide to New England

"Editors' Pick" 1997, 2003 & 2004

"One of the outstanding reasons to visit  
New England."

### Connecticut Magazine Readers' Poll

Windham County - Various years

Best Family Dining - Best Sandwiches

Best Desserts - Best Business Lunch

Best Vegetarian - Best Outdoor Dining

### Yankee Magazine

Editors' Choice - Best of New England

Connecticut's Best Country Café - 2011

### The Hartford Courant

"This is a place that serves excellent food and  
brings in some of the better performers on the  
New England coffee house circuit..."

"The Vanilla Bean Café in Pomfret is one of those  
rare places that truly has something for everyone...  
Oh, yes - the food is truly delicious, too."

### The New London Day

★★★

"The soups are homemade and delicious, the  
sandwiches unusual and served on breads that  
are positively delicious..."

### www.VisitingNewEngland.com

"the Vanilla Bean Café is one of those places you  
simply don't want to leave."

### www.HiddenBoston.com

"This impossibly funky Connecticut restaurant  
is full of character (and characters), and is truly  
in a class by itself."

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- Winston Churchill

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*"Courage is resistance to fear, mastery of fear - not absence of fear."*

- Mark Twain

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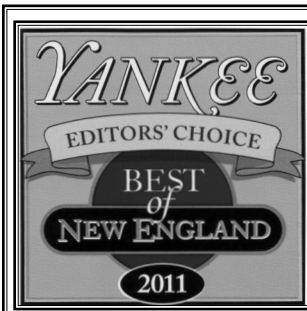
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*"The pessimist complains about the wind. The optimist expects it to change. The Leader adjusts the sails."*

- John C. Maxwell



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*"There is a vitality, a life force, an energy, a quickening that is translated through you into action, and because there is only one of you in all of time, this expression is unique. And if you block it, it will never exist through any other medium and it will be lost. The world will not have it. It is not your business to determine how good it is nor how valuable nor how it compares with other expressions. It is your business to keep it yours clearly and directly, to keep the channel open."*

- Martha Graham

*"Where words fail, music speaks."*

- Hans Christian Andersen

*"The most important thing in communication is hearing what isn't said."*

- Peter Drucker



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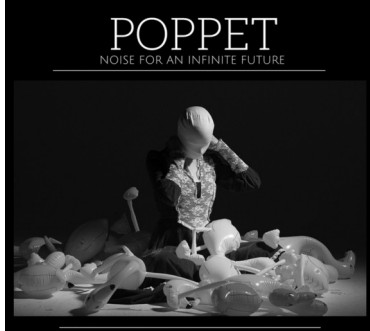
## July Entertainment

### Only One Show in July

### Special Engagement

### Saturday - 30 - Poppet

**Poppet** is the bold alter-diva of California-raised musician Molly Raney. She also has an extensive background in music theory, music history, and ethnomusicology, from both her childhood lessons and her education at the University of California in Davis. She spent 7 years studying with vocal coach Dr.



Rebecca Plack of the San Francisco Conservatory—a major influence on her vocal style and elasticity. This broad musical background, plus her involvement with community freeform radio station KDVS, accounts for Poppet's own sonic diversity. Poppet creates fully orchestrated electro/baroque pop, forged through dense layers of electronic and acoustic sounds and hinging on her ethereal and extraordinarily expressive voice. In 2016, dancer and choreographer Nina Joly joined Poppet's live set, integrating contemporary dance into an ominous and heartrending cycle of songs focusing on the human conscience. Nina's work has been shown by the Saint Paul Ballet, as a guest artist for the Five College Dance Department, at the American College Dance Festival, at the Check Us Out Dance Festival NYC and on international tour with the band Foxygen.

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*"If you are willing to look at another person's behavior toward you as a reflection of the state of their relationship with themselves rather than a statement about your value as a person, then you will, over a period of time cease to react at all."*  
- Yogi Bhaijan

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*"Music is the shorthand of emotion."* - Leo Tolstoy



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- T. Harv Eker



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- Joel Barker

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- Bill Gates

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## August Entertainment

### Only Two Shows in August

#### Saturday - 20 - Garnet Rogers

Garnet Rogers has established himself as one of the major talents of our time. Hailed by the *Boston Globe* as a "charismatic performer and singer," Garnet is a man with a powerful physical presence and a voice to match. His "smooth, dark baritone" - *Washington Post*, incredible range, and thoughtful, dramatic phrasing make his music literate, passionate, highly sensitive, and deeply purposeful. Cinematic in detail, his songs "give expression to the unspoken vocabulary of the heart" (Kitchener Waterloo Record). He sings extraordinary songs about people who are not obvious heroes and of the small victories of the everyday. Garnet moves his audience from tears to laughter and back again with his songs, humor and lightning-quick wit. "Garnet Rogers is capable of awe-inspiring and unpredictable stuff - and that includes more than just music."



#### Sunday - 27 - Aine Minogue

As traditional Irish music and dance continue to enjoy phenomenal success both here and in Ireland, **Aine Minogue** is an artist who has long explored its themes and who captures its very essence. Her voice reflects the lyricism and richness to be found in Irish music, mythology and poetry with a voice undeniably her own and a diverse group of instruments that add to the traditional flavor of her work. Born in Borrisokane, County Tipperary, Aine's large musical family encouraged her to pursue a number of different instruments during her youth (which explains her obvious skill at arranging). They played together as a family and attended fleadh (traditional music festivals). Aine's harp has entertained Presidents and Prime Ministers. She is a regular performer at folk festivals and concerts throughout the world.



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- John D. Rockefeller



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## September Entertainment

### Friday - 2 - Open Mic



**Hosts - Faith Montaperto & Kala Farnham - Feature - Shawn Taylor** - With a thumping thumb, dancing fingers, wailing harp, deep, gritty, soul stirring vocals and poetic blue collar lyrics, Taylor's songs ooze American roots; wandering roots. He's drawn comparisons from Tom Waites to Ray Lamontagne, Bruce Springsteen to Chris Smither, but his original songs are colored by the experiences of his own working class, wandering roots.

### Sunday - 3 - Atwater~Donnelly

Every performance is surprisingly different and always entertaining, exciting and educational with the award-winning duo **Atwater~Donnelly**, who provide a unique and thrilling blend of traditional American and Celtic folk music and dance, along with original songs and poetry. The highly praised husband-wife duo blends gorgeous vocals with an astounding array of instruments including the mountain dulcimer, old-time banjo, tin whistle, guitar, mandolin, harmonica, limberjacks, feet and more. Their performance is appealing to all ages with humor, audience participation, and a relaxed stage presence.



### Friday - 9 - Hootenanny/Sessions

2016 marks the 7th anniversary of our monthly series, **Hootenanny/Songwriter Sessions**. Hosted by Lisa Martin, the sessions bring audiences the chance to see some of the best local, regional and touring singer-songwriters. Intimate, in-the-round performances full of fun and spontaneity, are a hallmark of the series as well as the audience chosen "theme" that each songwriter has to incorporate into a newly crafted song for each show. A Hootenanny will begin each show and will be open to songwriters of all experience levels. Signups for the hoot will start at 6:30 pm and the show will begin promptly at 7:00 pm, with the hootenanny preceding the featured songwriters.

### Saturday - 10 - Donna Dufresne Gypsy Romantic'

**Gypsy Romantic'**, whose slogan is: *a little Django, a little Tango, a little Swing, A LOT OF FUN!*, is just all that. Whimsical and romantic with a lot of the humor infused in Dufresne's lyrics, the band takes the audience on a magical tour through the jazz and swing era in a brightly wrapped package of new and original material. You might think you've heard the



## September Entertainment

### Saturday - 10 - continued

songs in an old black and white film. Melding the gypsy inspired Paris hot club jazz of the 1930's and



American western swing of the same era, with their Latin influences and a touch of unabashed schmaltz, Gypsy Romantique' is able to carry you away to the magic of the silver screen when it really was silver and not Technicolor. What you end up with is an entertaining cabaret of music that spans multiple generations.

### Sunday - 17 - Kate Callahan & Kristen Graves

American singer-songwriter **Kate Callahan**, a native of Hartford Connecticut, was nominated for a CT Music Award in 2012. Callahan's lyrics have been called "zen-like" by folk legend Noel Paul Stookey (Peter, Paul, and Mary). WNPR Host Colin McEnroe says "...she swings out and away from influences, where startling music is made -Kate deserves to be called an artist these days." She has traveled the U.S performing and opened shows for legends Judy Collins, John Gorka, the late Bill Morrissey, and an appearance alongside Regina Spektor.



**Kristen Graves** is a folk/pop singer, songwriter and humanitarian. Mentioned by both *Rolling Stone* and the *New York Times*, and given her own day across the state of Connecticut by Governor Malloy for her musicianship and activism, she has shared stages with Pete Seeger, Peter Yarrow, Rusted Root, Holly Near, Dar Williams, Guy Davis, Dan Zanes, David Amram and many more. With catchy songs, a penchant for story telling, and inspiring lyrics, Kristen delights audiences across the country.



**Diana Jones** is an award-winning singer-songwriter based in New York and Nashville. She grew up in the Northeast with no art or music in her home, the adopted daughter of a chemical engineer. During her childhood and adolescence, she felt an almost mystical, seemingly inexplicable attraction to rural Southern music, but it wasn't until her late 20s, when she located her birth family in the foothills of the Smoky Mountains in east Tennessee, that her deep affinity for traditional folk and Appalachian music began to make sense.

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"Do not grow old, no matter how long you live. Never cease to stand like curious children before the Great Mystery into which we are born."  
- Albert Einstein

## Weekend Breakfast with Real Maple Syrup



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*"It's impossible," said pride. "It's risky," said experience.  
"It's pointless," said reason. "Give it a try," whispered  
the heart."  
- Unknown*

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**Tom Burgess, Licensed Arborist**

**Residentialforesters.com // tom@residentialforesters.com**

*"If your actions inspire others to dream more, learn more,  
do more and become more, you are a leader."*

*- John Quincy Adams*

## VBC Review Quotables...

**"Extremely Tasty" Food** - *New York Times*

**"Relaxed" Atmosphere** - *Boston Globe*

**"Truly Bizarre" Service** - *New London Day*

*"Leaders become great, not because of their power, but  
because of their ability to empower others."*

*- John Maxwell*

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## Weekend Breakfast

A full breakfast menu is served Saturday and Sunday from 8:00 am - 12:00 noon. We offer a variety of specials including recent items like Apple Crisp Crepes, Roasted Mushroom Omelet, and Crab Ricotta Benedict. We use only 100% maple syrup and top-quality Hormel bacon. ☺

## Dinner at The Bean

We are open for dinner Wednesday - Sunday. Each night we run four or five dinner specials. Recent items include: Wild Mushroom Ravioli, Pan-Seared Cod, Steak Medallions and Chipotle Cinnamon Rubbed Pork Loin. We offer a truly quality dinner at a great price, in a warm and friendly atmosphere. If you haven't tried us for dinner yet, it's time you did. ☺

## The Artwork Gallery

The Café displays artwork by local artists year round. Some shows have openings and some do not. Most of the artwork displayed is for sale and often prices are listed with the piece or on a list located in the room. One hundred percent of the sale price goes to the artist.

**July - Rhonda Melucci**

**August - VBC Employees**

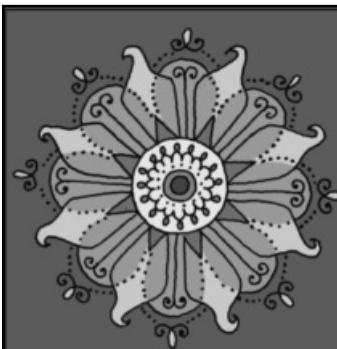
**September - Lauren Hylka** ☺

## Entertainment

The Café is on the National Folk Music Circuit and attracts talent from all over the United States while featuring mainly New England performers. The majority of the shows are on Saturday night and start at 8:00 pm. Our Open Mic night is on the first Friday of each month. During shows, a theatre curtain separates the listening room from the tiled dining room and kitchen in an effort to keep the music in and the kitchen noise out. ☺

## On-Site WiFi

We provide complimentary wireless internet service. Bring your lap top to the Café, search for available networks and log on to the VBC. Get some work done or check your email while you eat lunch! Password: *goodfood* ☺



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## Our Pricing Practices

**1. Sales Tax Included** - Our prices include the 6.35% Connecticut Sales Tax. The prices listed on the menu are exactly what you pay. Our prices may seem to be inflated; however, a \$10.00 menu item is actually \$9.40 + \$.60 sales tax. Furthermore, this practice makes it easier for the customer, especially if that customer is a child who has exact change for a cookie. What you see is exactly what you pay - what could be simpler?

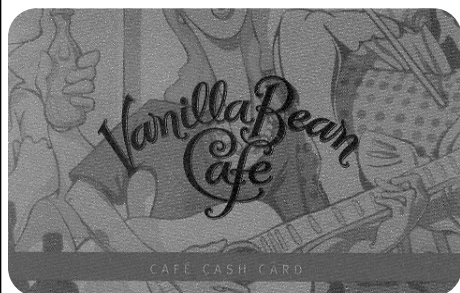
**2. Not Market Standard Pricing** - We are not trying to fool the customer into thinking that \$9.95 is less expensive than \$10.00. We find this type of pricing insulting to our customers. However, the reason it is used so extensively around the nation is that it works effectively. We don't like that practice, and we also like to believe that our clientele is not so easily fooled.

**3. No Pennies, Dimes or Nickels** - Because our prices include tax and we do not price in the standard way, we do not have to use pennies, dimes or nickels. This is a service to both the customer and to us. We don't give you lots of change, and we only have to use quarters and fifty-cent pieces. This also helps our staff to be more efficient performing transactions, which saves time and money. An added bonus is that we don't have to count change at the end of the business day. ☺

*"Be Impeccable With Your Word. Speak with integrity. Say only what you mean. Avoid using the word to speak against yourself or to gossip about others. Use the power of your word in the direction of truth and love."* - Don Miguel Ruiz

## The Café Cash Card

The first Café Cash Card was introduced in 1997. The appearance of the card has changed since then, but our card still works like the gift cards available in most stores today. Café Cash Cards can be purchased in any amount at the restaurant or online and



are reloadable - add to the card balance at any time! Cards can be used to purchase any menu item at Vanilla Bean Café. **Note:** A bonus of 10%

is added to the card balance when you purchase a card for \$200 or more. The card must be presented to redeem it at the time of purchase. The Café Cash Card makes a great gift for friends and family members and is ideal for students at the local schools. Café Cash Cards have no expiration date. ☺

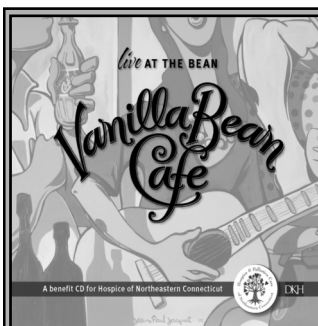
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*"Success is the sum of small efforts, repeated day-in and day-out."*  
- Robert Collier



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*"If you genuinely want something, don't wait for it -- teach yourself to be impatient."*  
- Gurbaksh Chahal

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**Elaine W. Lind, Office: 860-774-1047 Cell: 508-450-7395**

## What's Happening at *The Bean*...



All shows start at 8:00 pm unless otherwise noted

- |  |                |  |                |
|--|----------------|--|----------------|
| ● <u>Saturday July 30<sup>th</sup></u><br>Poppet   | - 10.00        | ● <u>Saturday October 1<sup>th</sup></u><br>Neptune's Car                          | - 12.00        |
| ● <u>Saturday August 20<sup>th</sup></u><br>Garnet Rogers  | - 20.00        | ● <u>Friday October 7<sup>th</sup></u><br>Open Mic - Wishbone Zoe                  | 7:30 pm - 5.00 |
| ● <u>Saturday August 27<sup>th</sup></u><br>Áine Minogue   | - 12.00        | ● <u>Saturday October 8<sup>th</sup></u><br>Kala Farnham - <b>CD Release</b>       | - 10.00        |
| ● <u>Friday September 2<sup>nd</sup></u><br>Open Mic - Shawn Taylor  | 7:30 pm - 5.00 | ● <u>Friday October 14<sup>th</sup></u><br>Hootenanny/Sessions - Lisa Martin Hosts | 7:00 pm - 5.00 |
| ● <u>Saturday September 3<sup>rd</sup></u><br>Atwater-Donnelly   | - 20.00        | ● <u>Saturday October 15<sup>th</sup></u><br>Green Valley Bluegrass                | - 10.00        |
| ● <u>Friday September 9<sup>th</sup></u><br>Hootenanny/Sessions - Lisa Martin Hosts<br>with Terry Kitchen & Kevin Giuliano | 7:00 pm - 5.00 | ● <u>Saturday October 22<sup>nd</sup></u><br>Don White                             | - 20.00        |
| ● <u>Saturday September 10<sup>th</sup></u><br>Donna Dufresne & Gypsy Romantique'  | - 12.00        | ● <u>Saturday October 29<sup>th</sup></u><br>Claudia Schmidt & Sally Rogers        | - 20.00        |
| ● <u>Saturday September 17<sup>th</sup></u><br>Kate Callahan & Kristen Graves  | - 15.00        |  |                |
| ● <u>Saturday September 24<sup>th</sup></u><br>Diana Jones   | - 15.00        |  |                |



**Calendar Listings**  
on your  
smart phone

Cash or Check Only for show Admissions  
Call ahead, shows are subject to change

WiFi available in Dining Room



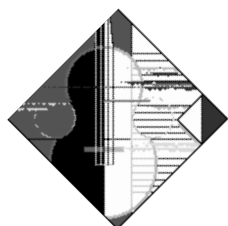
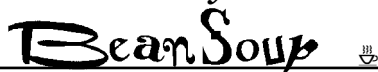
P O Box 206  
Pomfret CT 06258



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**2016 ... What's Happening at The Bean ... 2016**  
~ July, August, September & October ~



- \*\*Saturday - August 20 - Garnet Rogers\*\*  
\*\*Saturday - September 17 - Kate Callahan & Kristen Graves\*\*  
\*\*Saturday - October 29 - Sally Rogers & Claudia Schmidt\*\*



"To Bean or not to Bean...?"  
...is it really a question?



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