AWARD ACCEPTANCE SPEECH

FOR

HALE BARCLAY

Hello everyone. It’s a privilege to be part of the Memphis Restaurant Association and tonight I am particularly honored to be receiving the Associate Member of the Year Award. I would like to extend my appreciation to \_\_\_\_\_\_\_\_\_\_\_\_\_ for coordinating this event and to \_\_\_\_\_\_\_\_\_\_\_\_\_\_ who so generously suggested I was worthy of this very coveted recognition. (**If there are any other people you** **want to mention, do so here**) I would also like to acknowledge \_\_\_\_\_\_\_\_\_\_\_\_\_\_ who has been \_\_\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_\_ for his \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and of course \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for all that she has done for this association and for the restaurateurs of Memphis and beyond. (**If you want to mention the** **distinguished guests, you can do that here**) It is also a special distinction to have some venerated guests join us tonight and I would like to thank \_\_\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_ for taking the time away from their busy schedules to celebrate with us. (**If you want to make a joke and you have provided supplies for the event you can say**) **Wow!!**  I usually just like to be here to make sure there are enough glasses and napkins (**or whatever you may supply**)!! Who ever thought I would get an award for checking on stock distribution??? (**And wait for the laugh**).

It’s been said that, “A customer is the most important visitor on our premises, he is not dependent on us. **We are dependent on him**. He is not an interruption in our work. He is the **purpose** of it. He is not an outsider in our business. He is **part** of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so.” We are all customers and we all serve customers. At \_\_\_\_\_\_\_\_\_\_\_ (**the name of your company**) we have always believed that it is our mandate to provide the kind of attention we would want to receive. Empathy goes along way in the service industries. We have been in business for many years and for the past twenty-five years I have been a proud member of this association. For much of that time I have been honored to serve on its board. It is because of the relationships we cultivate and work to maintain with all of you that our business, along with the restaurant industry, is thankfully thriving here in Memphis and beyond. And that’s because we **care**. We care about our customers. We care about their workloads and their distractions. We care that the general manager’s focus, along with that of his or her staff must be to concentrate on providing superior quality and service, no matter if the restaurant is four star or fast food. Everyone deserves to be treated with respect and the restaurant staff’s focus must be to concentrate on doing just that. Our mission at \_\_\_\_\_\_\_\_\_\_\_\_ has been to exercise common sense and to act efficiently and with alacrity in all that we do. As most of you know, we continually analyze and assess ways to improve our response and distribution. We are all connected and we view the Memphis restaurant community as a partnership. We believe in making an investment in your success because what is good for our clients is good for us. My work with the MRA reinforces that mission. Every day there are new players, new procedures, and new ways of competing and staying relevant at every level of this community. We as an industry are gaining traction and recognition. In an article in Thrillist this past October, Tennessee was ranked 8th in the best food and drink in the nation. And like the smoke on some really good barbeque… our bragging rights are only going to go **UP**!! (**Wait for the laugh**)

It’s a privilege to serve and to be recognized, but as we know, no one does it alone. We are proud of our unique, committed and strong staff that goes the extra mile every day… literally and figuratively; to make sure our clients have what they need when they need it. I would like to take a moment to acknowledge \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ who has been a great \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ who makes sure all is organized and running smoothly, and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ who knows how to \_\_\_\_\_\_\_\_\_\_\_\_\_ as necessary.

(**If you want to acknowledge any of your family members, you can do that here**) I would also like to take a moment to thank \_\_\_\_\_\_\_\_\_\_\_\_ for all of your love and support. Thanks to you and your patience, this association and this community get my input and advice … whether they want it or not!! (**Wait for the** **laugh**). I would also like to thank \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for being such great \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Once again, I want to express my gratitude and appreciation to all of you. Working together as a team I know that Memphis will become even more of a world class dining destination! Here’s to even more success in the coming years!! Thank you all!