

# Member Update

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By Tony Burton • Feb 17, 2025  
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We would like to thank our Member Update Sponsor - [Ecolab](#) - for their contributions and commitment to Minnesota's hospitality industry!

- Is your organization interested in sponsorship? [Email Kate](#) to learn more.

## Transforming Customer Service Operating Now - Next Wednesday, February 26

**Operating Now**  
Stay up to date on everything Hospitality

**Transforming Customer Service from Good to Extraordinary**  
Hosted by Hospitality Minnesota and Performance Foods  
Wednesday, February 26, 2025 | 10:00 AM

**You're Invited:** Our next Operating Now - Elevating Guest Experiences in Hospitality is on Wednesday, February 26, at 10 AM.

**What to expect:** This Zoom webinar, which is free for all members, is designed to:

- **provide cutting-edge strategies** for anticipating guest needs
- **equip you with techniques** for handling challenging interactions with grace
- **explore how to leverage technology** to enhance personal connections
- **help you build** a customer-centric culture

**The bottom line:** Whether you operate a small restaurant or a large hotel, this webinar (which is free for members!) will provide actionable insights to elevate service standards, increase guest loyalty, and drive business success.

[Register Here!](#)

## Enroll Today in Free Hospitality and Online Customer Service Training

**Did you know:** Hospitality Minnesota and the Tourism Center proudly offer a [free online customer service training program!](#)

- **Some background:** Thanks to Hospitality Minnesota's advocacy, the Minnesota Legislature allocated funds to create a free training through the University of Minnesota for all Minnesotans.

**What to expect:** The program offers foundational customer service skills development for all Minnesota residents.

- **Get started:** Per [MN Statutes Sec. 116L.98](#), participants will answer a few questions and sign an equal opportunity statement before accessing the training.

[Learn More & Enroll!](#)

## Sell Out Warning: Hospitality Minnesota Day at the Capitol 2025

**HOSPITALITY MINNESOTA DAY AT THE CAPITOL 2025**  
MARCH 12, 2025 | MINNESOTA STATE CAPITOL

**Calling all advocates:** Our [2025 Day at the Capitol](#) is already over 90% capacity with a week and a half left before registration closes on February 26th.

**Why it matters:** With a lot at stake in an already historic and unprecedented legislative session, we need your perspective now more than ever in Saint Paul.

- **Your voice matters:** Our efforts are best championed by our owners and operators. Having your perspective and participation in conversations with legislators is critical to getting our legislative agenda across the finish line.

**Act now:** This event sold out in record time last year, we recommend those interested to register before the February 26 deadline.

[Reserve Your Spot!](#)

## Vendors: Join Ecolab and other Exhibitors at our Vendor Expo

**SPONSOR TESTIMONIAL:**

**ECOLAB** "Ecolab is proud to sponsor this expo, uniting the **top leaders in the hospitality industry** to foster a **dynamic environment for collaboration and innovation.**"

• Colin Anderson, Ecolab - Gold Sponsor

**Allied Members & Potential Vendors:** Looking to evolve your hospitality business and engage further within the industry? Join Gold Sponsor, [Ecolab](#), and other hospitality leaders on Monday, April 14th for the [2025 Vendor Expo & Social](#) at the [Saint Paul RiverCentre!](#)

- **Why it matters:** This year's expo promises to connect vendors and attendees with key decision makers, providing a space where innovative brands can showcase their solutions to our industry's biggest pain points.

**The bottom line:** If your business is hoping to expand your involvement in Minnesota's hospitality industry or you are looking to grow your personal network, this is your can't-miss event of the year. We look forward to seeing you soon!

[Register Here!](#)

## Now Available: HMEF Scholarships

**SCHOLARSHIPS NOW AVAILABLE**  
Apply before the March 21, 2025 Deadline!

[www.hospitalityminnesota.com/scholarships](#)

**Calling friends of hospitality's future!** Do you know a passionate student dreaming of a career in culinary arts, hospitality management, food service, food science or other food-related fields? The Hospitality Minnesota Education Foundation is offering scholarships to help them achieve their goals!

- **Who can apply:** Minnesota residents pursuing related degrees are eligible to apply.

**What's offered:**

- **HMEF General Scholarships:** Academic scholarships available for high school seniors, GED graduates, or undergraduate students pursuing foodservice, lodging or hospitality degrees
- **Sue Zelickson Scholarships:** Academic scholarships available for women pursuing higher education in hospitality, culinary, foodservice, food science, or other food-related fields

**Some background:** Since 2006, we've awarded nearly \$1 MILLION to over 370 students, and we're ready to support the next generation of industry leaders.

[Learn More & Apply!](#)

If you would like to donate toward our scholarship fund, [contact Victoria](#).

## Plan Your Next Getaway with the HM Member Map

**Thinking of planning a Minnesota vacation?** Dreaming of a relaxing staycation or an exciting getaway in another region of Minnesota? Our interactive member map, marking the businesses most dedicated to the health of our state's hospitality industry, is the perfect tool to plan your next Minnesota vacation!

**What you can expect:** Explore the diverse range of Hospitality Minnesota members across the state, from iconic restaurants near cozy B&Bs to luxurious resorts with unforgettable dining experiences, all pinpointed on our [easy-to-use map](#).

**Discover all Minnesota has to offer:** From forgotten hidden gems near you to destinations worthy of the trek to visit, you can find whatever you're looking for on the HM Member Map.

- **Yes, and:** Check out direct website links (where applicable) to our members on the map as well. make it easy to research and book your ideal staycation experience.

**Start planning your local escape today!**

[Check Out the Map!](#)

## In the News

- [New restaurant overlooking Canterbury Park names executive chef](#) | MSN
- [Beloved Minnesota Eatery Serves The 'Best Seafood' In The Entire State](#) | KOOL 108
- [Twin Cities small business see sales drops amid deportation fears](#) | Star Tribune
- [Stillwater restaurant overlooking the St. Croix River to close](#) | Bring Me The News
- [New restaurant replaces Betty Danger's in northeast Minneapolis](#) | MSN

## See you back here next week!

To learn more about us, visit our website: [hospitalityminnesota.com](#)  
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