

WebSpot

As interpreted by Larry Paz

I recently had a conversation with Michael Pantall, our busy Executive Chef and Food and Beverage Manager. This conversation took place after the Highland Grill had been open a little over a week. We spoke while in the new kitchen, me on the cooking line and him on the service side speaking together as seasoned veterans of an unforgivable trade. He shared some of his experiences and lessons thus far. I found him to very positive and proactive with a deep commitment to making Highland Grill the very best it can be. Here are some tidbits from our conversation.

- Our base line menu is working well and our specials are popular. The IBS computer system gives us a complete recap of what we sold by time period. This is a great aid to us when planning future menu choices.
- Our goal is to provide all our offerings with articulation. Pleasing to both sight and taste.
- Our Sunday Brunch is a big winner. We plan more live action stations and more fresh variety to our presentations.
- We had to add memory to our computer system to keep up with the volume of business during the busy times. This should allow us to process our orders more efficiently.
- We have a great staff that understands the meaning of team work. They are eager to do what it takes to satisfy every customer. Highlands is a restaurant that behaves like a country club and sometimes those goals conflict, however our job is to achieve both objectives with grace and energy.
- The customers really like our fresh food approach. Our crab cakes, hamburgers, turkey Reuben, (I lobbied for a regular Reuben also), sweet potato fries, and fish dishes are popular. I will keep experimenting and listening to our customers as we fine tune the selections.
- I am looking forward to getting staff in place so we can improve our turn around time even more. We'll be adding a pastry cook and another [Le Cordon Bleu](#) intern to complete our kitchen staff.
- We are going to explore dinner and event specials.
 1. Fish Fry Evenings in conjunction with Trivia Night
 2. Low Boil Dinners in conjunction with Karaoke Night

Michael thanks all who have dined with them and is eager to hear from you. He knows you are patient and understanding and appreciates all you have done. He wants to know what is working and what is not. The best way to reach him is via [email](#).

If you haven't dined at Highland Grill you are missing out on a great experience. By all means try it soon.