

# Barbara Kelley Resumé

## Professional Experience

### Deputy Executive Director and Director of Publications

The Hearing Loss Association of America (HLAA)  
Bethesda, Maryland (1988–Present)

- HLAA is a non-profit, consumer, advocacy organization for people with hearing loss
- Second in line to organization's CEO
- Editor-in-chief of *Hearing Loss Magazine*, bimonthly periodical, circulation 20,000
- Executive editor of website content for new website launch September 1, 2011, online *e-News*, and all collateral materials for major programs; e.g., annual convention, Walk4Hearing®, "Get in the Hearing Loop," and more. Projects annual budget for department and oversees income-producing projects
- Supervises all program department heads and their programs
- Public speaker and seminar presenter

### Editorial Consultant (freelance positions in the Washington, D.C. area) 1994-2006

- Provided technical writing and editorial coordination in response to federal government request for proposal requirements; clients included:  
BAE Systems — defense, security and aerospace systems  
Federal Systems Group — defense nuclear agency conversion in the former Soviet Union  
Stamp Ventures/Sennett Systems — U.S. postage stamp design and printing

## Education

- Florida Atlantic University, Boca Raton, FL / graduate-level business coursework
- Marietta College, Marietta, OH / B.A. English, graduated with honors for meritorious work in Shakespearean studies

## Publications, Videos, Awards and Notables

- Hermes Creative Award 2011 for *Hearing Loss Magazine*
- Video: *Teamwork for Hearing Loss Awareness* (2011), wrote script for ten-minute video, also appeared in video. Video can be viewed on [www.hearingloss.com](http://www.hearingloss.com) and YouTube.
- Video: *Learn About Hearing Loss* (2010): host of seven-chapter video series and content editor. Video can be viewed on [www.hearingloss.com](http://www.hearingloss.com) and YouTube.
- Executive editor of *An Invisible Condition: The Human Side of Hearing Loss* by Howard E. "Rocky" Stone (1993, SHHH Publications)
- Managing editor of *Our Forgotten Children: Hard of Hearing Pupils in the Schools*, edited by Julia M. Davis, Ph.D. (2001, SHHH Publications, funded by U.S. Department of Education)
- Executive editor of the Americans with Disabilities Act compliance guidebooks for communication access in public places (1992, SHHH Publications)
- Seminar presenter: wrote seminar and accompanying booklet, *Newsletters: Keys for Success*
- American Society of Association Executives (ASAE) Gold Circle Award for Excellence in Communications
- American Library Association Recognition



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*Barbara Kelley has an international reputation as executive editor and deputy executive director of the leading consumer organization for people with hearing loss. She is a public spokesperson for the organization as well as a writer and marketing advisor. Her interest in working and advocating at the national level for people with hearing loss comes from her experience with family members and friends who have hearing loss. With 36 million people in the United States (one in ten) having some level of hearing loss and with our children being raised in the noisy iPod generation, hearing loss is a public health issue third in line to heart disease and arthritis.*

## Kelley Hospitality

### Coming Next Issue...

**Cooking with Washington Redskins Reed Doughty and his wife Katie**

**Cooking in Your Bathrobe**

**Winter Dessert Party**

**Feeding the Baseball Team**

**The Backyard 40th Birthday Party for 100**

**Say "Stop by Anytime" (and really mean it!)**

**More on the Well-Stocked Pantry**

### Publisher and Editor

Barbara Garneau Kelley  
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### Design and Photography

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# Kelley Hospitality

FALL 2011

## Making the Ordinary Extraordinary

In this issue...

**Sneeze Guard® Heiress:  
A Legacy of Hospitality**

**Inheriting the  
Hospitality Gene**

**Hospitality 101:  
Stocking Your Pantry**





## Sneeze Guard Heiress— A Legacy of Hospitality

I am a sneeze guard heiress. You know the plexiglass thing that is required by law to be over salad bars and buffets? My dad, Johnny Garneau, invented that in 1959.\* That is my claim to fame. I am one of five kids who grew up with an inventor, entrepreneur, restaurateur, and germaphobic father—kind of like the dad on the movie, *Honey, I Shrunk the Kids*.

### My Dad, Johnny Garneau

My dad is folklore. People are shocked to learn that Johnny Garneau was a real person, and that he is still alive and well and working at age 89. Johnny is a dreamer, entrepreneur and entertainer, and most of all a restaurant man. After the war (the big one, WWII), he sat on the bumper of his '46 Chevy, slapped his hand on his knee and said to my mom, "I'm going to start a restaurant!" And, by golly he did—he opened The Beanery—with curbside service and a menu consisting of hot dogs, burgers, fries and shakes in 36 flavors.

### The Sneeze Guard is Patented and a Baby is Born

Fast forward to the late fifties when he had successful smorgasbords throughout the Pittsburgh and Cleveland areas. He could not stand the sight of people grazing the buffet, sticking their noses into the food and breathing their germs over the delectables. He called his engineers and had them design the first sneeze guard, one of his many inventions. He received the patent the year I was born. He later went on to open Johnny Garneau's Golden Spike steakhouse chain in Pennsylvania and Florida.

### Sell the Sizzle, Then the Steak!

Johnny was big on this. You get them in the door with your hospitality and presentation—then you sit them down to a good steak. This is how we grew up—making people feel welcome, putting out the best, and making them feel good about themselves. He was inducted into *Hospitality* magazine's Hall of Fame in 1969 for outstanding achievements in the food service industry. I was lucky enough to grow up on the heels of this celebrated man.



Garneau explains the procedures of his American-style smorgasbord to TV celebrity Jean Connelly of WTAE-TV Channel 4 in Pittsburgh, PA. (1961)

\* COVERED FOOD SERVICE TABLE  
Patent No. 186,927  
John P. Garneau, Clarion, Pa.  
Application March 10, 1959, Serial No. 54,924

## Hospitality: Nature or Nurture?

When I asked my mother-in-law, Isabelle Kelley, what her husband's hobbies were, she said "politics and *hospitality*." I never had the pleasure of meeting Dick Kelley, but I was lucky enough to marry his son. Bill is the kind of person who can take a lone wedge of cheese from the fridge, slice it into 20 pieces, present it on a tray with crackers, and pour the drinks—as if he had anticipated your impromptu visit. My mother, DeeDee Garneau, always had something yummy waiting for anyone who arrived from a trip. "You have to feed the travelers," she would say.



### Five Kids: Who Inherited the Hospitality Gene?

My older sister owns three successful restaurants in south Florida. She kisses everyone who walks in the door.

After seeing someone slice a cheese Danish, my older brother would say, "Let me just fix that up for you," then proceed to butter it and fry it...yum!

My younger brother always seems to have onions frying when you come in and says, "Sit down so I can feed you."

Then there is my younger sister with her spacious house for entertaining and a gourmet kitchen. One of her memorable lines is: "Please don't make coffee in the morning as the grinds will get on the counter." She *definitely* didn't get the gene!

My husband said his dad, whose hobby was hospitality, would have loved me. I inherited the hospitality gene, so it should come as no surprise that I have been throwing parties since age ten.

The anecdotal evidence here shows that there *might* be a hospitality gene. Readers may be skeptical about this unscientific observation, but think about it. You know what kind of person you are. You know what homes you feel welcome in and want to return to.

What if you didn't get the right set of DNA? Can you learn hospitality, practice it and burn it into your core? I say yes. With a little training, a well-stocked pantry, comfy foods, and a willingness to take the focus off yourself and onto others, anyone can "sell the sizzle *and* the steak."

## Attitude is Everything

With the right attitude, anyone can be hospitable. Yes, the food, the napkins, the flowers, the dishes, the "sizzle" is all important, but at the end it comes down to this—hospitality is about good fresh comfy food and making your guests feel welcome. You can learn how to do this. It doesn't take much skill, but it does take confidence.



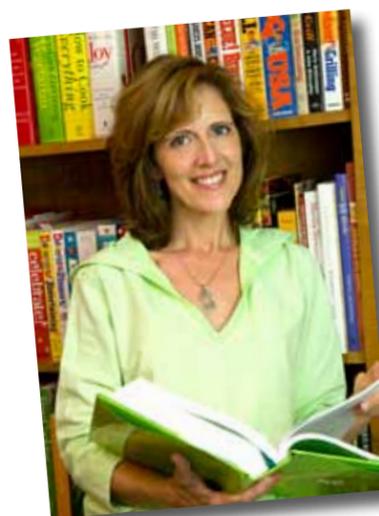
## Legend of the Cheeseball

In the heyday of my dad's restaurant fame, he and other town fathers founded one of the biggest hospitality events in Pennsylvania—the Autumn Leaf Festival. One year he and my mom were invited to a Christmas party given by one of the most influential couples in the community. If you were invited to this party, you "had arrived." My parents dressed in their cocktail finest and arrived at the home of Mr. and Mrs. Shall-Remain-Nameless.

The guests were all gathered around a table. What was the attraction? One cheeseball...one lonely cheeseball and crackers for 150 people! Guess what ingredient was lacking? Food! It is the *most* important ingredient to hospitality.

## Always Ready for Unexpected Guests

A week before Christmas, my husband and my 11-year-old son, Patrick, roused me out of my early hibernation one night. I was settled in and the snow began to fall. They wanted me to listen to the carolers at the door. While still in my jammies, I was making hot chocolate and arranging cookies for our unexpected guests. We all ended up in front of the fire in our family room and have made friends for life!



“ I'm like most people—my recipes come from various places—family and friends, cookbooks, magazines, TV, Internet and my own creations. However, I learned early that Junior League cookbooks could be trusted. People's status in the community are riding on those recipes. ”



## Hospitality 101: Stocking Your Pantry

Hospitality equals food and drink. Having food on hand in your pantry is key to being able to put something out at a moment's notice. This is not to say that a well-planned lunch, party or gathering should go by the wayside. But those events allow you a little more time for planning. When word gets out, people want to stop in. Your spouse wants to bring co-workers home after work, your children want to bring friends in, and you *really* mean it when you say, "stop by anytime."

Having a well-stocked pantry means having foods at the ready. Your snack inventory can include nuts, crackers, assorted cheeses, chips, salsas, olives, cookies, and more. Drinks include juice, soft drinks, wine, beer and liquor and mixers. Other staples are grits, onions and cheese. I keep my freezer stocked with frozen shrimp (other seafood must be bought fresh), Muir Glen fire-roasted tomatoes, turkey kielbasa, beef, pork and chicken. One example: I can whip up a filling and tasty shrimp and grits meal. Another mainstay is frozen bread dough. Take it out of the freezer in the morning and by the time you get home from work, it will be ready to be baked into foccacia.

With a well-stocked pantry, you can feed anyone comfy, filling, tasty and good-for-you food and make it look like you were waiting just for them!

The word hospitality derives from the Latin *hospes*, which is formed from *hostis*, which originally meant "to have power."

The meaning of "host" can be literally read as "lord of strangers."