

Operations Training & Growth

Safe Food Handling Certification Course for Managers/ServSafe

5yr certification as required by Ms Dept. of Health

Safe Food Handling for Employees/ServSafe Starters

In-house training resource with testing available

Responsible Alcohol Service/ServSafe Alcohol

3yr certification for servers, bartenders & managers (on-line)

Basic Management Training

2-day comprehensive training for management development

Profit & Loss Analysis/Financial Check-Up

Line-by-line review of restaurant financials w/ benchmark comparisons & variance strategy

Basic Customer Service/Service That Sells

Developing a Hospitality Culture that earns you more money

Wine 101 for full service restaurants

Wine basics, professional service & wine list engineering

Food Cost Fitness

Cost control processes for front & back of house management

Restaurant Numbers

How to manage by numbers using cash flow competence & key industry indicators

Finding & Keeping Great Employees

Hiring & retaining through behavior based interviewing



Creating a Marketing Strategy

Marketing vs. advertising and connecting to your community

Social Media Marketing

The basics of Facebook, Twitter & YouTube for restaurants

E-Verify Compliance

Employee eligibility requirements and complying with the law

Culinary Knife Skills

The basics of knife safety & common recipe cuts

Food Allergy Awareness & Preparation

How to keep your customers safe and market to a growing demographic

Unemployment Hearing Readiness

Systems & procedures to safeguard you from unemployment claims



New Business Development

Feasibility Study

How to lay the groundwork for your restaurant idea

Creating a Business Plan and ProForma

Creating structure, strategy and numbers for your restaurant idea

MDH Plan Review Support

Navigating the maze of Health Department requirements

New Business Development/License & Permit Checklist

The legalities of How to Open Your Restaurant

Menu Engineering

Making the most of pricing & lay-out of your most important sales tool



Working "On" Your Business, Not "In" It

Business Interruption Insurance Reaction & Recovery

How to prepare your business for catastrophe & perils, and how to recover

Creating an Organizational Culture

How personal and professional value propositions can and should direct your organization

To Plan or Not to Plan...

Why some organizations do not need a strategic plan.

Managing THAT Generation

Myths and facts of managing multiple generations in the workplace

We Are All in the Service Industry

Every business is in the service business. Learn how to maximize service opportunities.

The OZ Has Spoken...

Business lessons learned from the Wizard of Oz.

TA Da....

Using the simple principles of Transactional Analysis to improve communication and performance

The Three Me's of Business and Life

Perception is everything. Learn how to understand and influence the perceptions of those that impact your business.