# 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** 

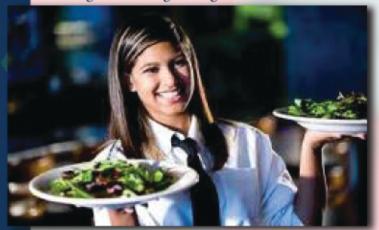
Cost control processes for front & back of house management

**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 restuarants

**E-Verify Compliance** 

Employee eligibility requirements and complying with the law

**Culinary Knife Skills** 

The basics of knife safety & common recipe cuts

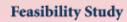
Food Allergy Awareness & Preparation

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

**Unemployment Hearing Readiness** 

Systems & procedures to safeguard you from unemployment claims





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.