



Food and Beverage Training

OPENING RE-OPENING

EXPERTISE:

Annette Whittley
Chris DeChillo

Planning, Communication, & Preparedness

"When Edina Country Club decided to remodel the Club's restaurants and re-imagine our member dining experience, I called Annette to help guide us through the process. With her knowledge, wit, easy demeanor and understanding of their circumstances, Annette connected with everyone from teenage wait assistants to accomplished managers. Largely because of Annette's influence this was the smoothest opening I have been a part of in my 20-year career. "

GM, Edina Country Club

Training includes:

- F&B Standards Review
- Training Manual Review
- Onboarding Checklists
- Sequence of Service
- Operational Flow
- Front Door Management
- Supplies, Side Work & Cleaning Schedules
- Club Rules & Hours of Operation
- Menus
- Quality Control
- Accountability & Ownership
- Follow-up & Follow-through
- Communication
- Culture

CONTACT

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**KOPPLIN
KUEBLER &
WALLACE**