

FINE TUNING YOUR FOOD & BEVERAGE SERVICE

KOPPLIN
KUEBLER &
WALLACE

"The people and teams we celebrate as 'The Best' will tell you how hard they worked to achieve that status....They will tell you how they trained Every. Single. Day."

ANNETTE WHITTLEY
TRAINER & CONSULTANT



SHARED PLATES | *Designed for line staff at all levels of the organization*

Hospitality 101

Service basics that no one teaches you, but everyone expects you to know!

Food 101

Product knowledge essentials.

Food and Beverage Pairings

Interactive tasting covering the basics of complimentary and contrasting pairings to improve dining experiences.

Sequence of Service 101

When we have a road map to Member experiences consistency is developed. We cover this journey and the do's and don'ts of each step.

Describing the Menu and Making Recommendations

We review how to confidently create and deliver a spiel for all aspects of the restaurant experience in a way that will increase the team's confidence and Member experiences.

Wine 101

Wine basics, how to taste, describe, serve and sell wine.

Recognition & Genuine Acts of Kindness

How to recognize our Members, enhance empathy and "connect the dots" to create special hospitality moments and memories.

Problem Solving

Steps for your team to proactively identify, act upon, solve and communicate resolution of problems.

Hospitality Team Player

We focus on what it means and takes to be a cohesive team player in a luxury service environment.

Event Essentials – Banquet Basics

Banquet buffet essentials and how-to guide with safety consideration.

Seasonal Operations Prep & Set-up

Pool, Beach, Midway, To-go Outlets, etc.

ENTREES | *Designed for Food & Beverage Leadership Teams*

The Food and Beverage Flight Plan

Covering four critical points for the food and beverage leadership teams success within a la carte restaurant operations:

1. The Pre-Shift Briefing
2. The Door
3. The Floor
4. Post-Shift

Innovation

How to create, foster and maintain a culture of creativity and innovation that is actionable within your organization.

Standard Training Manuals

Creation and development of standards and training manuals for your team.

Attracting and Retaining F&B Talent

Covering all aspects of attracting, interviewing, onboarding, and retaining employees in a labor market that is more challenging than ever before.

Elevated Event Experiences

We explore current and emerging event trends, how to execute them and considerations.

SIDE ITEMS

Restaurant Opening Support

Giving club leaders and teams a plan to execute an opening or re-opening to perfection.

SOP Development

Development of standards and standard operations procedures.

Role Play and On The Floor Training

We will work with your teams to build confidence through interactive class room role play and on the floor in the operations.

Onboarding Checklists

Creation and development of detailed onboarding checklists that partner with your Standard Training manual and designated trainers to create a measurable program for your new team members that everyone is accountable to.

Training Calendars

Creation and development of training calendars with quizzes and tracking tools that you can hold leaders, trainers and team members accountable to.

