

PHI 100 Program Overview & Service Evaluation

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Have you ever wondered how the best restaurants seem to find the best people? Hi. I'm Shelley Solomon Cull, and for the past twenty years, I've been working with better restaurants nationwide to improve the one area that can almost always get better—the service. I offer some terrific courses to people like GMs or Front of House Managers and/or the owners themselves, so they can get trained to train new staff as business grows.



During Workshop 1 of our 6 class series, you will discover your service training gaps. I will present an overview of each class and the results you can expect. Learn how to implement an effective hiring system (Hire 'em Right), establish service etiquette standards (Serve 'em Right) and develop a great training program (step by step) for your trainer (Train 'em Right). And since ongoing education is one of the best staff motivators there is – most everyone wants to grow in their job – you should consider the continuing education program explained in Class 6, Manage 'em Right.

Course Description

- **How to Do a Service Audit - 5 Minutes to Finding Training Gaps**
- **How to Discover Your Workplace Culture**
- **Overview of:**
 - **Hire 'em Right- Hiring Friendly**
 - **Serve 'em Right- Etiquette and Service Sequence**
 - **Train 'em Right - 7 Days to Training – Effectively**
 - **Manage 'em Right – Consistent Education & Training**
- **And more...**

Who Should Enroll?

Restaurant owners, supervisors or dining room managers, banquet managers, and restaurant managers who are responsible for service, ongoing improvement and education.

Pre-requisite: none

Class Time: 2.5 Hour Workshop



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