



Vivid Vibrations



F&B Consultant and Trainer

Inviting fresh eyes into your establishment can help to revive your business – with positive effects in all Front and Back of House operations resulting in:

- Improved customer and staff satisfaction
- Easier and more efficient day-to-day operations
- Effective ongoing training procedures
- Prevention of theft and over usage of product
- Clearly defined hourly staff and managerial roles and responsibilities
- Clean and safe equipment, storage and common areas
- Increase in profits

Step 1:

Meet and discuss perceived areas of operations needing attention based on day-to-day experience of existing managerial staff and owner(s).

Step 2:

A consultant will observe and oversee operations and provide a rundown of actual operations in need of attention.

Step 3:

Create a plan of action and set it in motion. A consultant will work together with your team to upgrade all systems, reorganize space and train staff/management.

Step 4:

Follow up visits and refresher training workshops where requested.

Breakdown of Operations

Front of House

1. Bar

- ❖ Storage of product and use of space based on safety and efficiency of service
- ❖ Cleaning systems and proper maintenance of equipment
- ❖ Inventory procedures - ordering
- ❖ Accurate daily, weekly, monthly par levels
- ❖ Recipe specifications and drinks measurements
- ❖ Staff training and steps of service

2. Dining Room

- ❖ Table numbering and set – up
- ❖ Place settings
- ❖ Cleaning systems
- ❖ Staff training and steps of service
- ❖ Customer relations and professionalism

3. Service

- ❖ Steps of service: greeting, order taking, menu knowledge, timing appetizer and mains, food and drink delivery, table checking, check out, clean up and reset.
- ❖ Anticipating guest's needs and wants
- ❖ Table turnover
- ❖ Expediting meals and timing of delivery
- ❖ POS system proper use

4. Management

- ❖ Overseeing all table service procedures
- ❖ Table checking
- ❖ Liason between front and back of house
- ❖ Assisting and motivating staff
- ❖ Following systems
- ❖ Accountability and responsibility
- ❖ Shift duties
- ❖ Menu and Inventory knowledge

Back of House/kitchen

1. Menu and costing

- ❖ Meal specifications for consistency of preparation
- ❖ Portion control
- ❖ Menu knowledge
- ❖ Accurate daily, weekly, monthly par levels
- ❖ Menu presentation and descriptions

2. Food Preparation

- ❖ Safe food handling and storage (HACCP)
- ❖ Ingredient preparation and portion control/consistency
- ❖ Systems: prep lists and wastage

3. Line Service and expediting
 - ❖ Cooking techniques
 - ❖ Timing of meals
 - ❖ Plating and presentation
 - ❖ Station modifications and organization of space
 - ❖ Interaction between BOH and FOH
 - ❖ Final garnish and sides
4. Cleaning
 - ❖ Systems based on section and shift
 - ❖ Safety – eliminate cross contamination and clean as you go
 - ❖ Proper maintenance of equipment in all areas
5. Storage
 - ❖ HACCP (Hazard Analysis Critical Control Point)
 - ❖ Use of space and organization
 - ❖ Inventory
6. Management
 - ❖ Assisting and motivating staff
 - ❖ Following systems
 - ❖ Liason between front and back of house
 - ❖ Accountability and responsibility
 - ❖ Shift duties
 - ❖ Menu and Inventory knowledge

Management/Systems

1. POS system
 - ❖ User friendly
 - ❖ Inclusive of all menu items and possible modifications
 - ❖ Updates as needed
 - ❖ Proper costing and inventory tracking
2. Inventory systems
 - ❖ Accurate daily, weekly and monthly tracking of all incoming and outgoing product in all areas of operations
 - ❖ Setting proper par levels
 - ❖ Preventing theft
 - ❖ Shift specific
3. Cleaning systems
 - ❖ Checklists appropriate for duties required in each area of operation by shift/day depending on size of task and need of ongoing upkeep
4. Staff management
 - Motivating and retaining staff
 - Checking and approving completed tasks based on systems put into place
5. Operational Systems
 - Daily/shift based money count
 - Tracking office supplies, breakage, food cost, wastage and labor cost

6. Rules and procedures
 - Documenting and clearly stating expectations of each team member's role
 - Consistent follow up and clear accountability

7. Handling Customer concerns and complaints
 - What to do when: order is incorrect, timing of food is poor, service is poor, food quality is poor etc.
 - Follow up and incentive to return

Customer Relations and Staff Retention

1. Promotions and specials
2. Incentives
3. Accountability
4. Feedback

Fees for consultancy and training services are based on individual needs and dependent on time needed to achieve agreed upon goals.
Fees can be set in advance per project.

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