



HOSPITALITY CONSULTING

Ensure Quality

If you are looking for expert guidance as you open a new concept or revitalize an existing business we offer a variety of consulting services tailored to your unique needs. From assessments to openings, secret shopping to systems development we offer options to help your business thrive.

Assessments:

Our multi-day assessments offer clients a behind-the-scenes exploration of their practices and help clarify what they do right and what can be improved. We offer recommendations for improvement and illuminate the steps toward creating an improved business and flourishing culture.

Concept Development:

A thoughtfully defined concept and mission are the bedrock for every choice you make as you build or refine your business. We will work with you to build and articulate a brand that is unique and memorable for your guests, while at the same time inspiring and motivating for your team.

Guest Experience:

Your customers will evaluate your business through the experience you create for them. The experience extends to the environment, the decor, the design and flow of your space. We will analyze your choices and give recommendations for improving what you have built or enhancing the concept you open for the first time.

Secret Shopping:

Successful businesses know the value of regular quality assurance assessments to ensure that they are delivering on their guest experience promises. Our seasoned hospitality industry pros provide an expert perspective to help you to pinpoint issues & opportunities for improvement.

Systems & Training Materials:

Articulated systems and clear standards will address the needs of your business in proven dynamic ways. We will develop clear employee training guides to ensure consistency and we'll build efficient systems that will cut costs & maximize profitability.

Getting Started:

We begin by identifying your immediate needs, offering options and clarifying the scope. The we work with you by:

- **The Project:** we are your project collaborator and activator.
- **The Hour:** we are available as needed for advice and insight.
- **Retainer:** we are on call to help you navigate your most important decisions.