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## RESTAURANT CONSULTING

### FULL CONCEPT DEVELOPMENT

#### **FRONT OF HOUSE:**

##### **Management Development for Concept**

*MANAGEMENT HIRING & TRAINING: help to hire appropriate management staff for concept and train with a focus on communication, floor management practices and presence, situational awareness, how to engage with the guest, delegation, and overall leadership skills.*

*STAFFING AND SCHEDULING: train managers on proper hiring practices, retention and training expectations.*

*GUEST MITIGATION: train managers on dealing with guest conflict including diffusing the situation, dealing with intoxicated guests, compensation practices, review follow up, and reported food borne illnesses.*

##### **Staff Culture Development for Concept**

*Develop guidelines for staff culture with a focus on all front of house (service and bar) hospitality basics, communication, ownership, attitude, and buy-in when taking care of guests.*

##### **Points of Service Development for Concept**

*Create a model focusing on server etiquette, guest interaction, order taking, table maintenance, and working with a sense of urgency.*

##### **Distribution of Work Templates for Concept**

*Create templates for all opening duties, closing duties, side work, and running side work through out the shift.*

##### **Staff Training for Concept (Service & Food)**

*Lead opening staff training focusing on all aspects of service including overall food, menu knowledge, and culinary education.*

##### **Bar Development for Concept**

*BAR LAYOUT: equipment needs and placement focusing on flow and organization.*

*MENU DEVELOPMENT: create beer, wine, and/or cocktail menus with recipes, procedures, product specs, purchasing, and inventory.*

*REP SUPPORT: establish all contacts with appropriate reps for scheduling, buy backs, alcohol promotions, and staff training.*

*BAR TRAINING: create all bar training documentation and lead bartenders in training focusing on systems and procedures.*



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### **Host Stand Development for Concept**

*HOST STAND OPERATIONS: set up reservation services, seating charts & organization.*

*HOST TRAINING: set up training program for host focusing on hospitality basics, first impressions, phone etiquette, professionalism, and anticipating the guests needs.*

### **BACK OF HOUSE:**

#### **Menu Development for Concept**

*Custom tailor a menu that focuses on the preposed concept.*

#### **Kitchen Line Layout for Concept**

*Set up the organization of kitchen and coordinate equipment needed to execute concept menu.*

#### **Station and Prep Breakdowns**

*Create prep lists and station mise en place for concept menu.*

#### **Station Flow Breakdowns**

*Breakdown of tickets and pick up times to coordinate service of concept menu.*

#### **Purveyor Selection & Product Specs**

*Create vendor lists to purchase product from with product specifications and costing.*

#### **Order Guides & Product Specs**

*Create order sheets with vendor and product specs for all items needed for concept menu food costing worksheets with forecasting and analysis.*

#### **BOH Staffing Guidelines for Concept**

*Develop positions, job descriptions and labor needed to execute concept menu.*

#### **FOH Menu Knowledge Guidelines**

*Create FOH training documentation and quizzes.*

### ADDITIONAL SERVICES

#### MENU -and/or- BAR REDEVELOPMENT & RESTRUCTURING

##### **Menu Update & Restructure**

##### **Vendor & Product Update**

##### **Pricing & Food Cost Analysis Update**



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**Menu Redesign & Placement for Maximum Exposure and Profits**  
**Quality Standards Evaluated**

FRONT OF HOUSE -and/or- BACK OF HOUSE LABOR SYSTEMS

**Schedule Templates**

**Daily & Monthly Labor Strategies**

BAR -and/or- KITCHEN EQUIPMENT UPGRADE

**Redesign for Efficiency**

**New Equipment Procurement**

**Equipment Recommendations**

**Equipment Services**

BAR -and/or- PRESENTATIONS & TEACHING

**Staff Training & Continued Education Programs**

**Expert to Beginner Level Presentations & Classes Focusing on Technique and Systems**

**Cocktail and Plating Techniques**

**Building Flavor and Depth in Your Bar and Food Program**