

# RAVE

★★★★★

# REVIEWS

## VIRTUAL PARTNER

More than great food goes into making a great restaurant. **Rave Reviews**. For everything it takes to make restaurants great.

FRONT OF THE HOUSE CONSULTING FOR RESTAURANTS ★ WWW.RAVEREVIEW.INFO ★ PHONE 440 537 5641

No matter how much we wish we had the time to get ahead of all the things we want to do better, business won't wait for us to catch up. You need years of experience – pronto!

**Rave Reviews** is the culmination of Shelley Prueter's amazing life-long experience in the restaurant industry. She offers clients an intimate understanding of management, service and training that can only come from great mentorship and real world experience.



### WHAT CAN RAVE REVIEWS VIRTUAL PARTNER DO FOR YOU?

"Most often we work personally with the owner for three to six months as their Virtual Partner and Project General Manager. Once satisfied that the right people and systems are in place, we leave the operation in your capable hands."



Call us for a free consultation with Shelley Prueter!

👉 **OUR SPECIALS. WE WORK WITH YOU TO BEST ADDRESS YOUR NEEDS.** 👈

#### Operations

- On-the-floor Training and Development

#### Service Seminars

- Wine and/or Beer School
- Bartending School
- Server Excellence Workshops

#### Management

- Leadership Training
- Goal Setting
- Project Management Coaching

#### Human Resources

- Manager Recruitment
- Staff Hiring and Training
- Exit Interviews
- Conflict Resolution

#### Materials

- Operations Manual Development
- Employee Handbook
- Job Descriptions
- Seven Day Training Program
- Tests: Bar, Food, Service
- Operation Check List

#### Customer Feedback

- Mystery Shopper
- Customer Response Surveys

#### Publications

- "Serve 'Em Right" (Book)
- "It Pays to be a Pro" (Video)

#### Motivational Speaking

- Customer Service Seminars

#### Seminars & Conferences

- Check web site for availability



**VIRTUAL**



**PARTNER**