

*evolved management*

# MANAGERS & RESTAURATEURS

*the magic world of hospitality*

*Magazine School Consulting*

## THE HOSPITALITY MANAGER PROGRAMS

**1 MOD.**

Managers & Restaurateurs

### **Introduction**

A Definition of Training  
 The Purpose of Training  
 The Training Program  
 Training Manuals  
 Standards and Performance  
 Monitoring Performance  
 Taking Corrective Action

### **Applying Principles of Evolutive Management**

Concept of excellence

### **Evolutive management**

State management  
 Communication  
 Verbal & Non Verbal Communication  
 Body language  
 Modeling  
 Selling: Principles of Hypnosis & Suggestions  
 Principles of Memo Training

### **Principles of Coaching**

Focusing on Performance  
 Managing a Briefing  
 Managing Stress

### **Katarsi**

### **Principles of Marketing & Advertising**

### **Scardaci's management**

Music and Rhythm, Organisation & Coordination  
 Sensory Experience

### **Customer Relations**

Handling Complaints  
 Minimising Customer Relations Problems  
 Customer Satisfaction

### **Cusine and Communication Over the Century**

**Managing Revenue and Expense**

The Cost /Volume/ Profit Equation

Variable Rate and Contribution Rate

Break-Even Point

Cost/ Volume/ Profit Analysis and Calculations

Menu Analysis

**Analyzing Results Using The Income Statement**

Financial analysis

Uniform System of Accounts

Income Statement (USAR)

Analysis of Sales/Volume

Analysis of Expense

Analysis of Labor Expense

Analysis of Other Expenses

Analysis of Profits

**Budgeting**

Creating a Budget

Developing the Budget

Monitoring the Budget

Establishing budget and monitoring performance to the budget

**Controlling Other Expenses**

Managing Other Expenses

Fixed, Variable, and Mixed Other Expenses

Controllable and Noncontrollable Other Expenses

Monitoring Other Expenses

Reducing Other Expenses

**Forecasting sales**

Sales History

Maintaining Sales Histories

Sales Variances

Predicting Future Sales

Developing a procedure to record current sales.

Developing a procedure to estimate future sales.

Computing percentage increases or decreases in sales over time.

**Managing the Cost of labor**

Managers &amp; Restaurateurs

Maintaining a Productive Workforce  
Measuring Current Labor Productivity  
Managing Payroll Costs  
Reducing Labor-Related Costs  
Developing appropriate labor standards and employee schedules for use  
in your foodservice operation.  
Analyzing and evaluating actual labor utilization.  
Organizing the Enterprise  
Scheduling Employees  
Preparing Job Descriptions  
Standard Staffing Requirements  
Establishing Performance Standards and Standard Procedures  
Performance Standards Based on Test Period  
Implementing Operational Manuals  
Standardizing Cost  
Employee Compensation  
Standard Work Hours