

*evolved management*

# MANAGERS & RESTAURATEURS

*the magic world of hospitality*

*Magazine School Consulting*

## Restaurant General Manager programs

### Business Coaching

1 MOD.

#### 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  
Kaizen management, Principles of Six sigma (B.S.C.)

#### 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 Training

Music and Rhythm, Organisation & Coordination  
Sensory Experience

#### Customer Relations

Handling Complaints  
Minimising Customer Relations Problems  
Customer Satisfaction

#### Cusine and Comunication Over the Century

**F&B Program****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 Food Expense

Analysis of Beverage 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.

**Kitchen management program****Controlling the cost of Food and Sales**

The Control Process

Standing Orders

Purchasing and Receiving Controls

Developing Standards and Standard Procedures for Purchasing

Inventory Control

Monthly Inventory and Monthly Food Cost

Inventory Turnover

Reporting to Management

Standardizing Recipes

Establishing Standard Procedures for Receiving

**Storage**

Determining Stock Levels

Storage and Cellar Management

Storing Control: Establishing Standards and Standard Procedures for Storing

Issuing Control: Establishing Standards and Standard Procedures for Issuing

Food and Beverage Transfers

Determining Actual Food Expense

Computing the cost of food sold and food cost percentage

**Food Production Control**

Managing the Food Production Area

Food Production Equipment

Determining Production Quantities and Qualities

Determining Actual and Attainable Product Costs

Calculating Standard Portion Costs

Using Yield Percentages

Reducing Overall Product Cost Percentage

**Monitoring Foodservice Operations**

Daily Food Cost

Determining Daily Food Cost

Determining Standard Cost

Actual versus Standard Food Costs

Comparing Actual and Standard Costs

Periodic Comparison

Managing The Service Sequence

Timing

### **Managing the Food and Beverage Production Process**

Managing the Food and Beverage Production Process

Product Issuing

Managing the Beverage Production Area

Determining Actual and Attainable Product Costs

Reducing Overall Product Cost Percentage

Use management techniques to control the costs associated with preparing food and beverages for guests.

Compute the actual cost of producing a menu item and compare that cost against the cost you should have achieved.

Apply various methods to reduce the cost of beverage

### **Managing Food and Beverage Pricing / Menu**

Menu Engineering

Menu Analysis

Menu Formats

Factors Affecting Menu Pricing

Assigning Menu Prices

Special Pricing Situations

Using 100 Percent of the Average for Number Sold choosing

Applying the best menu type to an operation you manage.

Identifying the variables you must consider before establishing your menu prices

Assigning menu prices to menu items based on their cost, popularity and ultimate profitability

### **Beverage Cost Control**

Serving Alcoholic Beverages

Forecasting Beverage Sales

Standardizing Drink Recipes and Portions

### **Beverage Purchasing Control**

Controlling Process and Purchasing

### **Beverage Production Control**

Objectives of Beverage Production Control

Establishing Standards and Standard Procedures for Production

### **Monitoring Beverage Operations**

The Liquid Measure Approach

The Sales Value Approach

Inventory Turnover

Purchasing Beverage Products

Receiving Beverage Products

Storing Beverage Products

Bar Transfers

Computing Cost of Beverages

Special Features of Liquor Inventory

Sales Mix

**Managing the Cost of labor**

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

Standarding Cost

Employee Compensation

Standard Work Hours

