



Thank you for your interest in the 4 Remarkable Service full-service training program. I'm confident we have the tools you need to get the service levels in your restaurant to a level you and your guests will be very happy with.

Situation Summary

4 Remarkable Service works with establishments looking for products to assist in the training of their wait staff. You feel that a structured wait staff program is needed to set expectations and provide a consistent level of service that your guests will rave about while looking to maximize the ticket average.

Training Objectives

An interactive training system that will take the staff through the following:

- Define Great Service
- Learn how to Create Hospitality
- Understand Service Timing
- Understand the Service Cycle and the Key Moments Within the Cycle
 - Preparation – How to prepare yourself (proper grooming) and the area
 - Greetings – How to greet your guests
 - Drink and Food Orders – Serving drinks including wine.
 - Food Service – Seven keys of serving and providing invisible service
 - After-Dinner Service – Key steps of table clearing and providing after-dinner drinks.
 - Farewell – Bidding farewell to your guests.
- Handling Complaints
- Maximizing Sales – Keep them coming back and buying more with suggestive selling.

Our training is broken into two sessions each about 2 hours in length. See the attached pages for more information on the training and reinforcement tools.

Again thank you for your interest in our training programs. If you have any questions about this please feel free to call or I'll be in touch.

Respectfully,

Jeff Hookham
877-741-9390



Remarkable Service Investment

1. Instructors Guide

One-time investment - ~~\$395~~ \$295 (Sale)

The cost of the instructors guide includes a **telephone train-the-trainer session**. This session is for the person(s) that would be facilitating the training and lasts around 1 hour. If needed a second session would be included.

Includes a DVD of the training sessions being conducted for study purposes.

2. Remarkable Service Participant Kits

This is what the participants (your servers) would receive. Each Kit includes:

- *Elements of Service Workbook* - Designed to teach the fundamental concepts of providing remarkable service.
- *Maximizing Sales workbook* - Discovers the skills needed to maximize the check average and create customer loyalty.
- *7 Keys to Maximizing Servers Sales Audio book*. Reinforces and expands on the concepts learned during the Maximizing Sales training.
- **“Who Wants to Be a Millionaire” game** - An online “Who wants to be a millionaire” style game that is a reinforcement tool and a fun way to connect with today’s employees.
- **Plus more** (see the reinforcement page)

Cost

- 10 Kits - \$399
- 25 Kits - \$875
- 50 Kits - \$1,299





Remarkable Service

4 Remarkable Service works with Restaurants helping them implement wait staff training that focuses on service AND sales. When a decision is made to partner with us, the following takes place:

Train the Trainer

During the introduction phase the restaurant will identify their trainer(s) for the restaurant. The trainer may be the owner, manager or some other experienced staff member. Once this person or people are identified and they have reviewed the instructors guide, we will then do a train-the-trainer session via the phone.

Our instructors guide is very comprehensive and includes everything needed to successfully facilitate each session. The training is experiential based, meaning that there are lots of fun and interactive exercises making for an entertaining learning experience. ([See example here](#))



Once that trainer is ready to facilitate the class, they give participant kits for each member of the staff that will be participating in the initial training.

Remarkable Service Training Kits

Each team member that participates in the Remarkable Service training will receive a kit that includes two workbooks and an audio book: See the last page for a detailed description of the workbooks.

- *Elements of Service Workbook* - This class is designed to teach the fundamental concepts of providing Remarkable Service.
- *Maximizing Sales workbook* - Discovers the skills needed to maximize the check average and create customer loyalty.
- *7 Keys to Maximizing Servers Sales Audio Book*. Reinforces and expands on the concepts learned during the Maximizing Sales training.



But the learning doesn't stop there

Reinforcement Tools

While the initial impact training is a great start to improving service, it takes constant reinforcement to help the staff maintain the consistent delivery of Remarkable Service and to create a culture of service. The following are included in the initial cost. (except where noted)

“Who Wants to be a Millionaire” learning Game



To connect with today's team members you have to keep the learning entertaining. That's why we've developed a training game in the style of the game show “Who wants to be a Millionaire”.

With the Admin Module you can create custom games around service, product knowledge, operational procedures....the possibilities are endless. Our clients have had wonderful success with this learning tool.

Waiter U

Waiter U is an On-line learning center built to reinforce the skills learned during the initial training and to teach other key learning's. This is a great tool for spaced repetition learning.



Pre-Shift Template

This template was designed to be used for pre-shifts in a restaurant. It includes everything you need to talk about and we even include a checklist of topics that you need to be discussing with your team!

Service Scorecard

We will assist you and your team in the use of the Service Scorecard. This scorecard is secret shopper type form used to measure (score) how well a server is performing. It can be used in a secret shop format or as a self-evaluation training tool.

Extra Cost: Each Scorecard booklet is \$1

Elements of Service & Maximizing Sales

NEED

Restaurants want a service team with commitment, clarity, and focus who “maximize” their contribution to the bottom line. Servers need the skills and tools to take charge of their tables and sections while providing remarkable service and maximizing sales. Our proven Wait Staff development program will deliver both!

Today’s successful operators need a system that drives focus and clarity by linking server performance to the restaurants priorities and needs.

PRODUCT DESCRIPTION

This training builds a wait staff team that understands that providing Remarkable Service is what keeps people coming back. We then show each server that by maximizing sales you are creating a win-win-win by providing better service, increasing restaurant sales and maximizing the servers income.

This proven training system gives the service team the skills they need to succeed.

HOW IT WORKS

Remarkable Service training is presented in an interactive environment. It consists of two 2 hour training sessions; *Elements of Service* and *Maximizing Sales*. At the end of each session, an exam is given to earn the Remarkable Service Certification designation.

The *Elements of Service* session shows participants what it takes to provide Remarkable Service and to ensure their guests keep coming back. Participants learn hands-on skills to:

- Outservice your competitors
- Make your guests feel important and appreciated
- Create your restaurants timing standards and realize their importance
- Become a master of the Service Cycle
- Identify the “Key Moments” of the dining experience
- Transform complaints into valuable customer feedback, turning these guests into your best customers

The *Maximizing Sales* session teaches servers how to increase the check average while providing a remarkable dining experience: They learn skills to:

- Increase the check average with every customer
- Master the art of guiding the customer around the menu
- Identify the 7 keys to maximizing server sales
- Identify sales opportunities in each section of the service cycle
- Sell more appetizers, desserts and after-dinner drinks