

Expert Guidance for the Food, Hospitality, and Service Industries

With over 35 years of business experience, including 25+ years in the food industry and nearly a decade in landscaping, lighting, and irrigation, Phillip offers expert consulting to help businesses optimize operations, improve service quality, and develop strong leadership. Whether you're a restaurant owner, hospitality professional, or service-based business, Phillip provides actionable strategies to drive success.

Service Offerings

Menu Development

- Crafting balanced, cost-effective, and customer-driven menus
- Optimizing ingredient sourcing and food cost management
- Enhancing menu design for efficiency and profitability

Process Improvements

- Streamlining kitchen and service workflows for better efficiency
- Implementing best practices for food safety and compliance
- Reducing waste and increasing overall productivity

Service Enhancement

- Elevating customer experience through tailored service training
- Developing hospitality standards that enhance brand reputation
- Coaching staff on customer engagement and problem resolution

Leadership Training

- Strengthening management skills for front and back of house teams
- Teaching conflict resolution and effective communication strategies
- Building a culture of accountability and professional growth

Hiring Practices

- Developing hiring strategies to attract and retain top talent
- Implementing structured onboarding and training programs

- Creating performance evaluation systems to ensure long-term success

Front and Back of House Operations

- Establishing efficient communication between kitchen and service staff
 - Optimizing scheduling to reduce labor costs without compromising service
 - Enhancing inventory and supply chain management
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Benefits of Consulting Services

Increased Profitability: Reduce waste, optimize labor costs, and improve operational efficiency to maximize revenue.

Stronger Team Performance: Train staff to deliver exceptional service, improve teamwork, and foster a positive work environment.

Improved Customer Satisfaction: Enhance guest experience, leading to higher retention rates and positive reviews.

Better Operational Efficiency: Implement systems that streamline daily operations, reducing stress for owners and managers.

Strategic Growth Planning: Develop scalable strategies that allow your business to grow without compromising quality.

Case Studies & Success Scenarios

Case Study 1: Menu Optimization for a Local Restaurant

Challenge: A mid-sized restaurant was struggling with high food costs and inconsistent dish quality.

Solution: Phillip conducted a menu analysis, eliminating underperforming items and introducing cost-effective, high-margin dishes. He also trained kitchen staff on portion control and ingredient management.

Results: The restaurant saw a 15% reduction in food costs and a 20% increase in customer orders for newly optimized menu items.

Case Study 2: Service Training for a Hospitality Group

Challenge: A hotel restaurant experienced declining customer satisfaction due to inconsistent service.

Solution: Phillip implemented a structured training program focused on service etiquette, customer engagement, and problem resolution.

Results: Guest satisfaction scores improved by 30%, leading to increased repeat business and higher online ratings.

Case Study 3: Leadership Development in a Franchise Chain

Challenge: A multi-location restaurant group faced high staff turnover due to weak leadership.

Solution: Phillip provided leadership coaching for managers, focusing on conflict resolution, communication, and team motivation.

Results: Employee retention improved by 40%, and workplace morale significantly increased.

Get Started Today

Phillip's consulting services provide tailored solutions to help businesses overcome operational challenges, improve leadership, and deliver outstanding customer experiences. Contact him today to discuss how his expertise can transform your business.