

Uncorking a Memorable Guest Experience



Is your Restaurant Staff producing the sales you expect? It's a fact a properly trained staff will sell more food, wine, & liquor and create the memorable guest experience that will set you apart from your competition. Our service and product knowledge programs provide the tools and confidence for your staff to take service and sales to the next level.

THE CELLAR DOOR SERIES

THINK LIKE A SOMMELIER!

Program offers Restaurant staff A-Z's of Wine Education and Service to increase confidence & sales

Vineyard to Bottle - How Wine is Made
Understanding the World of Wine
Wine Service & Presentation

TASTING ROOM NOTES 101

In-house presentation of wines and pairings and how this knowledge can be translated to increased sales

All About Wine Tasting
Wine & Food Pairing Essentials
Navigating Your Wine List



Hilarie Larson's life-long passion for wine became all consuming in 2003. She gained hands on experience in the vineyards, cellars and tasting rooms of British Columbia and Washington State and acquired her Certificate from the Court of Master Sommelier in 2004. Now settled in

California, she offers comprehensive consulting services for tasting rooms & restaurants plus wine education for trade and private clients.

www.northwindwineconsulting.com

THE CONCIERGE SERIES

UNCORKING A MEMORABLE GUEST EXPERIENCE

Program offers successful guest rapport tools to create raving fans of your business

Creating & Communicating the Company Brand
Guest Service Core Values & Service Standards
Embracing a Concierge Mindset

SALES RECIPES FOR SUCCESS

Confidence building tools to increase sales and merchandise

Influencing & Engaging the Guest
Sharing Your Restaurant Story
Making & Closing the Sale



Jan M Smith Founder of Inland Management Group, a hospitality consulting firm specializing in training and startups, has facilitated projects with industry leaders including the Walt Disney Company, Caesars Entertainment, Mirage, Westin and Sheraton Resorts, Pechanga Resort and Casino, Callaway, Wilson Creek, and Europa Village wineries, and numerous restaurants, to help develop strong sustainable guest service, sales, and product knowledge programs.

www.inlandmgtgroup.com

All seminars can be tailored to your budget and time frame. We also offer a resource for conference keynotes and break-out sessions for management companies, brands and associations.

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