

Northwinds Wine Consulting

Inland Management Group

We help manage your Operational & Human Resource functions, offering you piece of mind to focus on growing your business.

FEATURES	OUR SERVICES
RESTAURANT/TASTING ROOM OPERATIONS MANAGEMENT	
Start-up/Expansion, Layout & Design	✓
Start-up FFE/OSE	✓
Initial Vendor Identification and Negotiation	✓
Retail Procurement, Set Up, and Merchandising	✓
Operational Efficiency Review, Audits, and Management	✓
Standard Operating Procedures, Policies, Forms & Checklists	✓
Sommelier Services (Wine Portfolio Development/Tasting Notes)	✓
Wine Education and Training Manuals	✓
Service Assessments (Operations and Guest Service)	✓
Front/Back House Recruitment	✓
Secret Shop Assessments	✓
POS Set up and Training	✓
HUMAN RESOURCE MANAGEMENT	
Human Resource Management/Implementation of HR Infrastructure	✓
Employee Handbook/New Hire Orientation	✓
Compliance Audit/Review	✓
Comprehensive Management and Staff Strategies for Recruiting, Selection, & Training	✓
Incentive/Commission Plans	✓
Compensation/Benefit Packages and Salary Structures	✓
Sales, Service, and Team Building Workshops	✓
Referrals for Required Business Insurances	✓
Referrals for Workers' Compensation	✓
Unemployment Insurance Consultation	✓
Payroll	✓
Required Injury and Illness Prevention Plan "IIPP"	✓
HOSPITALITY TRAINING AND DEVELOPMENT SERIES	
The Cellar Door Series (Wine Knowledge)	✓
The Concierge Series (Guest Service Strategies, Sales Strategies)	✓
Serving Alcohol With Sense (SAWS)	✓
Hiring the Hospitality Gene and Creative Recruitment Process	✓
Sexual Harassment Prevention (AB1825)	✓
Capturing Service Perceptions via Social Media	✓
Handling Multi-Generational Issues in the Workplace	✓
Optimizing Employee Performance	✓
PERFORMANCE MANAGEMENT	
Employee Relations	✓
Mediation and Management Coaching	✓
Documentation Review/Recommendation	✓
Performance Evaluations	✓
Facilitate Organizational Changes	✓
Termination/Outplacement Services	✓
Exit Interviews	✓
Talent Management/Retention Practices	✓

Please contact us for a quote or further information for any of the services listed above.

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