

## **Initial Consultation Description**

### **Introduction:**

The Initial Consultation is the first step in the process of moving clients toward a food and beverage control culture. A thorough examination of current structures, facility layout and control practices provide a basis for development of a comprehensive food and beverage control plan. Each step of the plan directly results in improved control and reduced operating costs, allowing clients to implement controls at their own pace, and within their existing budgetary and labor constraints.

### **Process:**

Clients prepare for the consultation – typically a telephone conference – by gathering some basic information (a list is provided). SCI's CEO and Senior Consultant Bill Schwartz, leads them through a series of questions designed to identify and clarify current structures and practices associated with food and beverage management. Once a complete picture has been developed, Mr. Schwartz begins a process of discussing strengths and weaknesses, where he presents options and works with client management to determine the feasibility of various possible approaches to developing a comprehensive control “culture” within the client organization, along with the various procedures and practices required to maintain an ongoing control capability regardless of personnel changes. After the consultation, SCI prepares a step-by-step control plan, tailored specifically to the client, which can then be implemented as desired.

### **Participants:**

The conference should primarily include senior management. Typically the participants would be key decision makers able to affect organizational structure and process changes, such as C-Level executives (CEOs, COOs, CFOs), and general managers. Conferences sometimes include assistant managers, purchasing directors and F&B directors, although the discussion takes place at a high level, and may not be appropriate for mid-level managers.

### **Scope:**

The conference covers three primary topics – organizational structure, physical layout and processes, and automation. The objective is to integrate F&B operations into the entire organization in such a way as to enhance checks and balances, spread responsibility appropriately, and enable the ongoing success of the control culture.

### **Fees:**

Fees are calculated based upon the number of hours involved, and the professionals who perform the work. The account representative should be able to provide a reasonably accurate estimate.

### **Anticipated Result:**

The conference and follow-up plan should enable clients who implement key steps of the plan to immediately and significantly impact F&B costs and profitability, even if no further consulting or system acquisition occurs.