

Dear Company Director:

I highly recommend Pam Simos and Five Star Training to your company and would like to share our positive experiences.

Our company needed an experienced professional to conduct training seminars and ensure a smooth opening of our new restaurant, Brick Oven Court Yard Grille. I found Five Star Training on the Internet and I'm glad I did.


Pam Simos of Five Star Training started working with me eight months before the opening. She prepared a timeline for the steps that we needed to take prior to the opening. I was impressed by Pam *personally* responding to my calls late in the evening and on weekends to answer my questions. She was personable and showed a concern for my needs.

When she arrived in Kansas, she led three seminars for our servers: customer service, table service, and suggestive selling. In addition, Pam provided a train-the-trainer session for the back and front-of-the-house leads and a coaching performance workshop for our managers.

Pam showed our team and managers the importance of delivering a *Five Star Experiences* and the significance of our guests and team members to the success of our restaurant. Pam's selling techniques helped our staff become sales people versus order takers. She also taught our team how to personalize service for the various types of guests and the importance of service steps and table maintenance. Pam effectively used role play so that our staff and managers gained a complete understanding of the guests' point of view. The sessions were lively and interactive and Pam made the learning experience fun, while captivating her audience. The written feedback evaluations confirmed this with overwhelmingly positive comments.

Five Star Training created a customized POS computer workbook to help our server leads train new hires on the POS computer. The book served as a strong foundation with organized concepts that taught our server leads how to train our teams in a user-friendly way. The book included exercises, scenarios, and mock orders for the training of new hires.

In very short order, Pam had created a cohesive team out of a group of strangers. Our investment in Five Star Training has paid off with our team delivering the *Five Star Experiences* to generate repeat business and positive word-of-mouth advertising. Our team was ready and prepared for opening day and Five Star Training contributed to our successful restaurant opening.

Sincerely,

Mike Owens, Director
Brick Oven Court Yard Grille