

The Hospitality Forum

For the Private Club, Hotel/Resort, Food, and Service Industries

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Special points of interest:

- Piero Ricchiari joins The Hospitality Resource Group to provide food and beverage server training
- HRG launches comprehensive club operational audit program
- HRG provides assistance to the Forest Lake Club in Columbia, SC

Pierluigi Ricchiari Joins HRG for F & B Training

Pierluigi Ricchiari, a highly respected veteran in Washington, DC restaurant circles, has joined The Hospitality Resource Group to provide food and beverage server training.

Server training is one of the key elements to providing membership satisfaction.

Mr. Ricchiari, a native of Italy, began his career in the restaurant business in Paris, France. In 1985, when he arrived in Washington, DC, he began working at Galileo Restaurant, with Chef/Owner Roberto Donna, for a period of five years as head waiter. Subsequently, he managed Buon Giorno Restaurant in Bethesda, Maryland for about a year and the Donna Adele Restaurant in Washington, DC with Chef Enzo Fargione.

For nine years he held the position of General Manager at Il Pizzico Restaurant in Rockville, Maryland. He supervised and trained a staff of twenty

employees where, on the average, he dealt with a minimum of 250 guests per evening. The Restaurant has been on "The Best 100" in the Washington metropolitan area for the past nine years and was considered by the prestigious Washingtonian magazine as the best Italian restaurant for food and service in Maryland. The restaurant is also included in the Zagat guide and the Mobil guide.

Mr. Ricchiari is fluent in English, Italian and conversational French and Spanish.

His professionalism and attention to detail have won him many accolades over the years. He has an extensive knowledge of wines and is known for mentoring and developing a knowledgeable, highly trained staff with very little turnover.



In his position with The Hospitality Resource Group, Mr. Ricchiari will provide "hands on" training for servers and bartenders in both the private club and hotel/resort divisions.

If your food and beverage servers need professional training, and most do, look no further.

We can provide your Club with hands-on training as well as supervisor training so that your Club will know how to provide training continuation.

It will be an investment that will pay for itself many times over.

Call The Hospitality Resource Group at **(301) 916-9596** to discuss any of our training programs or services.

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“An Operations Audit is one of the best initiatives a club can take. It can range from a comprehensive full-club audit to just a food and beverage audit.”

HRG Launches Comprehensive Club Operational Audits

The Hospitality Resource Group has introduced comprehensive club operational audits, a tool to assist club managers and directors in identifying where their operational strengths and weaknesses lie. An operational audit is especially helpful to clubs that have hired new General Managers, have recently converted to member owned clubs, and those that are seeking to improve their operations.

HRG can provide and conduct specialized audits such as for the food and beverage department, or for the entire club. Including front and back of the house.

Clubs sometimes question the wisdom of investing in such an exercise. The answer to that question lies in the new chal-

lenges facing clubs today in the form of new competition, changing trends within the club industry, a shrinking labor pool, and increasing member demands.

Once an audit has been completed, club leadership is able to identify areas that need to be addressed and, once addressed, will increase efficiency and profitability.

Audits are often misunderstood. Some managers see them as pointing out their weaknesses as managers. This is not the purpose of an audit.. Because, if the club’s members are seeing the same things, that manager won’t keep his or her job for very long. Rather, an audit assists managers. It shows where in the club good things are occurring and identifies where a

manager can make improvements. It also shows the membership that management cares about what is taking place at the club.

Another advantage to having us conduct a full club audit is that management can utilize the audit form for future audits when necessary. This will allow club managers to conduct annual checks and balances in every club department eliminating unpleasant surprises

Should you desire more information on our club audit services, please contact us at **(301) 916-9596**.

You may also visit our website at: www.hrg-consulting.com to learn about our wide array of services for the private club industry.

Forest Lake Club Chooses HRG to Help with F & B Survey



The Forest Lake Club, located in Columbia, South Carolina, has chosen The Hospitality Resource Group to assist them with a food and beverage survey. The Club recently introduced new menus and, with a variety of dining choices, General Manager Ray Caraballo and his

Managing Committee felt that a survey to help identify the thoughts of the 1,180 diverse membership, would be a valuable tool in gauging the success of the menu changes and future food and beverage initiatives.

If your club has debated the wisdom of conducting

such a survey, please remember that food and beverage issues comprise the most unrest and dissatisfaction amongst most memberships.

If you feel such a survey would be a valuable tool for your club, please contact us at **(301) 916-9596**