



The Hospitality Forum

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Special points of interest:

- Heinz Hofmann joins HRGI, Inc. as Director of Special Projects
- Richard Flandreau is appointed President of HRGI's Private Club Division
- New newsletter design
- Employee assessments and background checks
- Private Club Services

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Heinz Hofmann Joins HRGI as Director of Special Projects

HRGI, Inc., is pleased to announce that Heinz Hofmann, a 49 year hospitality veteran, has joined the firm as Director of Special Projects . Born and raised in Zurich, Switzerland, his career took him to the Bahamas where he was Managing Director of a 1000 room plus resort and marina.

Following other senior level management positions, at many world renowned hotels/resorts including overseeing and conceptualizing the addition of a catering facility at the world famous Space Needle in Seattle, Heinz became a highly sought after consultant involving opening and pre-opening initiatives throughout the United States and Europe.

His activities as a consultant exposed him to the additional world of the private club industry where he assisted several very well known de-

velopers with management and marketing issues. Most recently, Heinz just completed overseeing a 25.7 million dollar construction and renovation project for La Quinta Country Club in California. He was in charge of all planning, design, consultant selection and construction execution. He delivered the project on time and under budget.

Heinz is also a 30 year Member of the Confrerie de la Chaine des Rotisseurs, the world's oldest, by invitation only, gastronomic society and holds the rank of Bailli Provincial (Regional President) and Officier Commandeur. He is a Member of the National Board of Directors as well as a Member of the International Ruling Council in France.

Heinz is fluent in English, French, Italian and German and possesses a working



knowledge of Spanish, Norwegian, Danish and Swedish.

Heinz will be working throughout the entire HRGI portfolio of initiatives as a senior level consultant and we welcome him as a new and valuable resource for our Clientele.

For further information, please contact HRGI, Inc. at 240-654-4280.

Richard Flandreau New President of Private Club Division

Richard C. Day, Chairman & CEO of HRGI is pleased to announce the appointment of Richard Flandreau, one of the firms founding Principals, to the position of President of HRGI's Private Club Division. His broad based Club experience, as well as his special interest in turn-around and under performing situations

provides our Clientele with invaluable insight and knowledge. Improving operating efficiencies and controlling costs are Richard's strengths and are highly sought after skills in today's challenging economic climate.

In addition to his oversight of the Private Club Division, Richard will work on special

projects.

For further information, please contact HRGI, Inc. at 240-654-4280.





New Website

We are very excited about our new website that is designed to be more informative and deliver more information to our existing and potential clients.

Designed by web designer Robert Sachristan in San Diego, California, it presents informative articles, describes HRGI's wide array of services, introduces our key consultant staff and provides access to our most recent newsletters.

It also provides potential clients with a direct means

by which we can be contacted.

We are always happy to speak with any potential client about a situation or circumstances in which they find themselves. Sometimes, we are able to provide assistance over the telephone. But, in every case, we approach a problem as if it were our own and what would we do in a similar situation.

Most often, we are contacted because a potential client is dealing with a problem issue.

Don't be hesitant to ask for assistance. More often than not, problems can be mitigated by having access to the considerable resources provided by firms such as ours.

You may view our website by clicking on the link: www.hrg.consulting.com We've also added a translate button to allow our site to be viewed globally.

For additional information, please contact us at 240-654-4280

"To Be the Best -

Hire the Best"

When current data states that 50% of hires are mis-hires, it is absolutely essential that you make the best possible decisions with regard to all levels of staff.

Through one of our affiliates, The Plotkin group, we are now able to offer our clients a comprehensive battery of personnel assessments and background checks.

The assessments can be applied to current as well as

potential employees in order to properly evaluate their competencies for the position under consideration.

Many hospitality businesses say that they are forced to hire "warm bodies" to fill many positions and that they have a very high turnover rate. The reason for this is that there was a flaw in the hiring process.

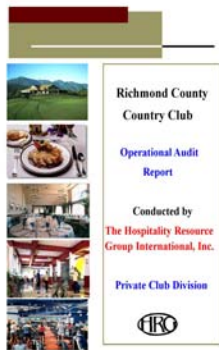
All studies clearly show that properly vetted employees

are more likely to develop into long term employees.

You **MUST** make good decisions in the hiring process and it absolutely begins with competency assessments and proper background checks.

To learn more about these initiatives, please call us at 240-654-4280.

Private Club Services Offered By HRG International, Inc.



Operational Audit Report

- Comprehensive Membership Surveys to include survey design, tabulation, analysis and recommendations
- Long range/Strategic Planning
- Operational Audits
- Board Orientations
- World Class Service
- Excellence Training/ Assessments
- Food and Beverage Analysis
- General Manager Executive Search/ Assessments and background checks
- Golf Course Maintenance Consultation
- Retail Operations
- Customer Service
- Membership Marketing
- Health Club/Fitness Consulting

To learn more, please visit our website at:

www.hrg-consulting.com

You may also call us at 240-654-4280