



"Integrity, Honesty, Growth"

Service Management Training

Management Training and Service Training

With every great team, there comes great management. IHG is dedicated to work hands on with the leadership team. Scheduled management training workshops, guides that will ensure problem solving solutions, and development classes that focus on the culture of “Service First”.

Service is the number one reason why patrons return to an establishment, next to product quality. With this in mind, IHG conducts vigorous training seminars not only for pre-opening but on a monthly and quarterly basis. All aspects of service are touched on to ensure zero miscommunication and error in the delivery of your product.

Training Services tailored to your venue included:

- Full concept guide (Explanation on vision of ownership)
- Complete Service Training guide (Service from beginning to end)
- Instrumental Packets on Beverage History (Including Wine and Spirits)
- Menu training guide
- Culinary workshops on food production
- Extensive mock service workshops
- Hands on managerial training
- Sales workshops (Incorporating service with suggested salesmanship)
- Competitive contests to ensure escalating sales
- Employee assessment charts

Each class/guide/packet will be tailored to the needs and vision of your venue. The services above are proven training guides used by industry leading Hotels, Restaurants, Bars etc.

More extensive training is also available:

- Voyage Global Leadership Development Program
- HACCP Manager Food Handlers Certification
- Florida Responsible Vendor Program
- Manager Food Safety Certification
- Forbes Standards Training Program