



Annette Whittley | CONSULTING & SEARCH EXECUTIVE

Fine Tuning Your Food and Beverage Service

You simply do not achieve excellence without training. The people and teams, we celebrate as “The Best” around the world will tell you how hard they trained to achieve that status. How they trained *Every. Single. Day.*

The organizations that are recognized for service excellence in hospitality, build training into their days, weeks, months, and years. The Team at KOPPLIN KUEBLER & WALLACE is here to help you do just that! We will help you create a culture of learning and development excellence at your club. The training programs and classes below are available online and in person, and are customizable to your organization and culture. The goal is for you to achieve Excellence daily with your teams. Call Annette today and learn how we can help support, enhance or begin to build training excellence into what you do daily.

Online and Classroom Leadership Training

What should be included in your Standards Training Manuals?

How to build a professional and comprehensive standard training manual for your team.

Know the Rules, Customize the Rules and Break the Rules

Non negotiables that the F&B leadership team must know, how to adapt these to your Guests and when to throw them out the window!

Food and Beverage – How Hard Can it Be?

Aimed at non- F&B employees, Boards, Committees or new F&B leaders, we explore all areas of running a F&B operation in an ever-changing world.

Restaurant Openings and Re-openings

What you need to know to successfully open or re-open your F&B operations with post COVID-19 considerations.

Attracting and Retaining Food and Beverage Top Talent

A review of essential steps for building a strong recruitment and selection process in your organization.

Innovation

How to create, foster and maintain a culture of creativity and innovation that is actionable within your organization.

Elevated Event Experiences

We explore current and emerging event trends, how to execute them and considerations post COVID-19.

Food and Beverage Manager Toolkit – Two-day Program

This workshop covers essential tools for developing improved leadership communication, team training and on the floor feedback and accountability. This two-day program includes classroom and hands on “restaurant floor” training. *Only available onsite.*

Train the Trainer – Creating a Measurable Culture of Learning – Two-day Program

This workshop covers training fundamentals for your designated trainers. They will learn how to build, maintain and create a culture of highly accountable and measurable training in your organization for new and existing team members. *Only available onsite.*

Food and Beverage Online and Classroom Training

Hospitality Service Basics 101

Service basics that no one teaches you, but everyone expects you to know!

Food 101

Product knowledge essentials.

Food and Beverage Pairings

Interactive tasting covering the basics of complimentary and contrasting pairings to improve dining experiences. *Only available onsite.*

Sequence of Service 101

When we have a road map to Member experiences consistency is developed. We cover this journey and the do’s and don’ts of each step.

Describing the Menu and Making Recommendations

We review how to confidently create and deliver a spiel for all aspects of the restaurant experience in a way that will increase the team’s confidence and Member experiences.

Wine 101

Wine basics, how to taste, describe, serve and sell wine. *Only available onsite.*

Event Essentials – Banquet Basics

Banquet buffet essentials and how tos with post COVID19 consideration.

Onsite programs available with a combination of the above topics to suit the individual needs of your organization.

All Team Online and Classroom Training

Hospitality Team Player

We focus on what it means and takes to be a cohesive team player in a luxury service environment.

Genuine Acts of Kindness and Recognition

How to recognize our Members, enhance empathy and “connect the dots” to create special hospitality moments and memories.

Problem Solving

Steps for your team to proactively identify, act upon, solve and communicate resolution of problems.

In Room Dining, Pool and Beach

Moments of truth within these unique sequences of service and how to enhance guest experiences.

Onsite programs available with a combination of the above topics to suit the individual needs of your organization.

Food and Beverage Consulting

All of our consulting and remote services are highly customized to the culture, needs and goals of your organization.

Standard Training Manual Scorecard

How does your manual stack up against the best in the business? Let us review your materials, evaluate areas that are missing, need updates and review these with you over an interactive webinar

Standard Training Manuals

Creation and development of standards and training manuals for your team.

Onboarding Checklists

Creation and development of detailed onboarding checklists that partner with your Standard Training manual and designated trainers to create a measurable program for your new team members that you can hold leaders, trainers and team members accountable to.

Training Calendars

Creation and development of training calendars with quizzes and tracking tools that you can hold leaders, trainers and team members accountable to.

Opening Team Assistance

Restaurant openings are a busy time, we can help! We will provide support for leadership and your team during pre-opening, soft opening and going live! Opening assistance is customized to your timeline and includes training, role play, mock service, trial feedings and on the floor support for the live opening. *Only available onsite.*

Temporary Taskforce Leadership

Short a F&B Director or F&B Leadership Position? Have a big group or event that requires another seasoned F&B leader that can hit the ground running? Let us provide you with temporary support and take the pressure off your team. *Only available onsite.*

Please contact Annette at (561) 827-1945 or annette@kkandw.com to schedule a session for your organization.



Annette Whittley has over 17 years of luxury hospitality service experiences. After graduating from the University of Surrey, in the United Kingdom, with a BS in Hotel & Catering Management she joined luxury hotel industry leader Four Seasons hotels and resorts. Over 13 years with Four Seasons, she worked in restaurants, bars, recreation facilities, banquets, in room dining, and was involved in multiple renovations and property openings. Her time with Four Seasons included city hotel and remote resort locations.

In 2015 she made the transition to private clubs, joining the executive team at Congressional Country Club which is the highest rated Country Club in the United States and globally by Platinum Clubs of the World. Congressional has hosted five major golf championships and is the future host of eight major PGA championships including the 2036 Ryder Cup.

Her passion for the Club industry led her to start ASB Hospitality prior to joining KK&W where she plans to specialize in F&B Training and Consulting as well as Executive Search. Annette is passionate about building a strong foundation for the teams she works with. She believes in lifelong learning and specializes in building leadership and service team's product knowledge, service skills and the development of great systems. When the basic fundamentals are in place hospitality magic can happen and life-long memories made! Annette understands that each hospitality organization is unique and therefore customizes each of her services and trainings to your organization's culture and traditions. These skill sets allow Annette to effectively evaluate any club's F&B Operation and provide the necessary tools and training to elevate the service culture, and member and staff satisfaction.

Annette's active involvement in the Club Managers Association of America (CMAA) includes numerous speaking engagements both locally and nationally. Annette is a world traveler with six continents under her belt, including expeditions to Mt. Everest and Mt. Kilimanjaro.