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Mastering the ABCs

“As children we all mastered our ABCs, the basic building blocks of language and learning. The term ‘ABCs’ has long since come to signify the basics of any endeavor.

All of us who work in our industry recognize that the profession is made up of mastering the many basics of hospitality and service. Even in an enterprise as seemingly complex as food service, it is the execution of the basics that underpin all our efforts and ultimately leads to success.

Of all the things I've done in my life, well. While the service industry is full of products, re-ment. With the ultimate goal of adding service and value to your focus your attention and that of your entire organization, that is . . .

SAMPLE

Accomplish the Basics Consistently”

Ed Rehkopf, 101 Tips to Improve Club Operations

Discussion Points: Hospitality management is not rocket science, but there is much that needs to be done right every day and every time. Have your managers list some of the basics that must be done right in their departments and how those basics are done consistently by employees.

Take Away: In every operation every

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your
basics of the

Teachable Moments