



• FAMILY-OWNED AND OPERATED •
UPPER LAKES FOODS
EST 1967

TRAINING
AND
DEVELOPMENT

CUSTOMER SERVICE TRAINING

Developed for your staff and operation.

Hospitality basics, sales building, handling guest complaints, food safety, cash handling, teamwork, etc. Whatever the operation needs, we can develop an engaging and effective training session to deliver results.

A customer that has a great experience at your restaurant will tell 1 or 2 people, if they have a bad experience they will tell 10. Good service can lead to a positive dining experience, customer satisfaction, repeat business, and positive word-of-mouth advertising. It can also help resolve issues or complaints in a professional and satisfactory manner. Customer service is the foundation of the restaurant industry and our specialists have decades of experience in all aspects of customer service and have developed numerous training programs and workshops to improve performance.

One of our specialists will meet with you to determine your needs and will design and deliver an inspiring and effective workshop to improve performance. Our specialists can also create training documents that you can utilize for new employee training or ongoing training if your team needs to focus on what matters most to your restaurant. Let us know what you need. We are here to help.

WE'RE HERE FOR YOU

Mission Statement: *The Upper Lakes Foods Specialist team brings innovative operational and culinary expertise to deliver value and inspire solutions for all our partners success.*

Let's do this.

Contact us to find a solution that works for you and your operation.

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