

SAVOR...

k'nekt Training Programs



SAVOR... k'nekt is an extensive and ongoing program dedicated to training and monitoring our employees to ensure that our customers and their patrons will enjoy the best experience possible. The program covers every step along the way to creating a successful event, from the first sales call and meeting with event planners to food preparation, service and delivery. SAVOR... is committed to hiring the best and enhancing their skills even further by conducting numerous seminars on every aspect of the business.





CULINARY K'NEKT

Culinary k'nekt is both a training and information-sharing program for our executive chefs and food and beverage directors. It creates a formal network in which to exchange ideas on recipes, menus and culinary trends, recommend vendors, troubleshoot potential problems and suggest solutions, and offer tips on integrating green initiatives into the kitchen and onto the serving floor.

Culinary k'nekt also provides food and beverage directors with extensive technical training in banquet service, food safety, alcohol awareness, concept design, and pertinent new technologies, among other topics.

CUSTOMER K'NEKT

Our employees are taught that they represent the voice and personality of each facility. Their responsiveness, sincerity, knowledge and willingness to "go the extra mile" for customers and event attendees affect how people perceive our client's brand. Our k'nekt program trains employees to learn who their customers are and how best to serve them. It provides "real life" examples of how to handle different situations and empowers employees to make customer satisfaction their top priority. Following through on these goals, we monitor our customer service delivery through our "secret shopper" program to spot check how typical users are treated, post-event surveys conducted by an independent survey company, and onsite survey cards for our retail food operations. Customer comments are used to create targeted training programs and provide staff with ongoing feedback. Top performing employees are also recognized each quarter with the coveted k'nekt performance award.

SALES K'NEKT

All SAVOR... sales associates attend the Culinary k'nekt Sales Training program, which is presented in conjunction with the College of Charleston's School of Hospitality and Tourism. Featuring outside experts and industry-recognized professors, the course covers such critical topics as business etiquette, industry trends, sales techniques and tools, building public relations for your product, and measuring the components of success.

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