



Beyond the Plate:

Redefining Restaurant Hospitality

Elevate your hospitality, elevate your restaurant's success!

Nov 30 | 9:00 - 10:30 AM | Free | Hybrid

The Launch Pad Grover Beach, 391 Front St. Ste E, Grover Beach

Workshop Highlights

- **Customer-Centric Service:** Explore the principles of customer-centric service. Understand the art of actively listening, anticipating needs, and exceeding expectations.
- **Effective Communication:** Master the art of effective communication. Understand the power of body language, tone, and words in creating a positive interaction.
- **Team Building and Leadership:** Discover how to build a cohesive and motivated team. Learn leadership strategies to inspire your staff to deliver outstanding service.
- **Crisis Management and Problem-Solving:** Equip yourself with the skills to handle challenging situations. Develop effective problem-solving techniques that maintain your restaurant's reputation.



Ben Arrona

Ben is a Central Coast native with over 25 years of hospitality experience. He owns and operates Benny's Pizza Palace & Social Club, known for Detroit-style pizza, craft cocktails, and live music in SLO. He also manages a commercial kitchen, providing affordable space to caterers and pop-up restaurants. With Slow Money SLO's support, he mentors aspiring restaurant owners. Ben, a Cuesta College History instructor for 7 years, is pursuing a PhD at the University of Oxford.



Register at
bit.ly/ciesbdcevents



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