



YOUR OPERATIONAL HOSPITALITY
ASSIST.ANCE

„ We bring decades of food & beverage experience, which is unique and enables you to implement and optimize your gastronomic themes.“

MEET OUR TEAM



Ralf Lampe

Food & Beverage

- Project & Concept Realization
- Standardisation
- F&B Audits
- Workshops & Training
- Interim Management



Reinhard zur Kammer

Kitchen

- Cooking Techniques
- Application of new Technologies
- Process & Workflows
- Teaching Instructions-Kitchen



Michael Albrecht

Service

- Service & Bar Trainings
- Interimsmanagement
- Event & Bankett Support/Coordination



Oliver Edelmann

Kitchen & Patisserie

- Patisserie Training Courses
- Standard - Implementation
- Quality & Mystery Checks
- Openings

NEW BREAKFAST CONCEPT & Group-wide Implementation

CATEGORY	4* Hotel Brand, 34 Hotels
ISSUE	Breakfast at high costs, low guest satisfaction, no uniform appearance, lack of coordinated processes and high personnel costs
OUR SERVICE	Concept development, Product and equipment standards, implementation guideline, roll-out workshop, individual hotel support within implementation phase
RESULT	uniform brand performance, quality level and cost structure



Improvement in quality, presentation and departmental efficiency, transparency

+ 20% Guest Satisfaction

+ 6% Breakfast Revenue

A LA CARTE GUIDELINES including Roll Out Workshop

CATEGORY	4* Hotel Brand, 21 Hotels
ISSUE	lack of staff, declined opening hours and less turnover
OUR SERVICE with	Development of a brand-oriented à la carte concept & guideline standardized processes for non-specialized staff to operate including standard menu structure, costing table incl. menu engineering analysis tool
RESULT	stable opening hours and revenue



Improve staff satisfaction, reduce Food Waste
improve P&L

+ 8% Outlet Revenue

+ 3% F&B Profit

SUCCESSFUL PROJECTS

INTERNAL F&B AUDITS

including individual Workshop and Action plans

CATEGORY	4* Hotel Brand, 12 Hotels
ISSUE	F&B Profit \emptyset < 3%, inefficient F&B departments
OUR SERVICE	local F&B Audits – including analysis of guest satisfaction, deep dive review of department, consolidation of perception, creation of short and long term activities – support and follow up calls
RESULT	improve awareness and overall P&L results



Improve overall handlings, processes and awareness
cost reduction

\emptyset > 7,5 % F&B Profit

REFERENCES



Since 2003, our team has continuously accompanied DSR-Hotel-Holding with all Brands through all gastronomic eras and developments as a leading part of F&B management. We have significantly designed, developed, operationally implemented and trained the current various F&B concepts and monitored the constant quality. We have defined the foundations and specifications for construction planning and implementation.



- Project & Concept Realization
- Standardisation



As Food & Beverage Area Chef Central Europe, Ralf was responsible for 45 hotels of the group for 5 years in the area of F&B and significantly managed profitability, compliance and implementation of standards, gastronomic conversion projects, new openings, development of conference concepts. Since 2005, we have constantly accompanied the group as well as individual hotels in various constellations.



- Audits
- Standard Implementation



Since 2022, we have been working constantly as an external partner for the ACHAT Hotel Group with primary responsibility for the Food & Beverage department. During this time, we have carried out and implemented optimization measures, workshops, trainings and coaching for the ACHAT brand. We also developed, implemented and trained the entire F&B concept for the LOGINN brand, including breakfast, conference, a la carte and shop modules.



- Concept Development
- Workshops & Training

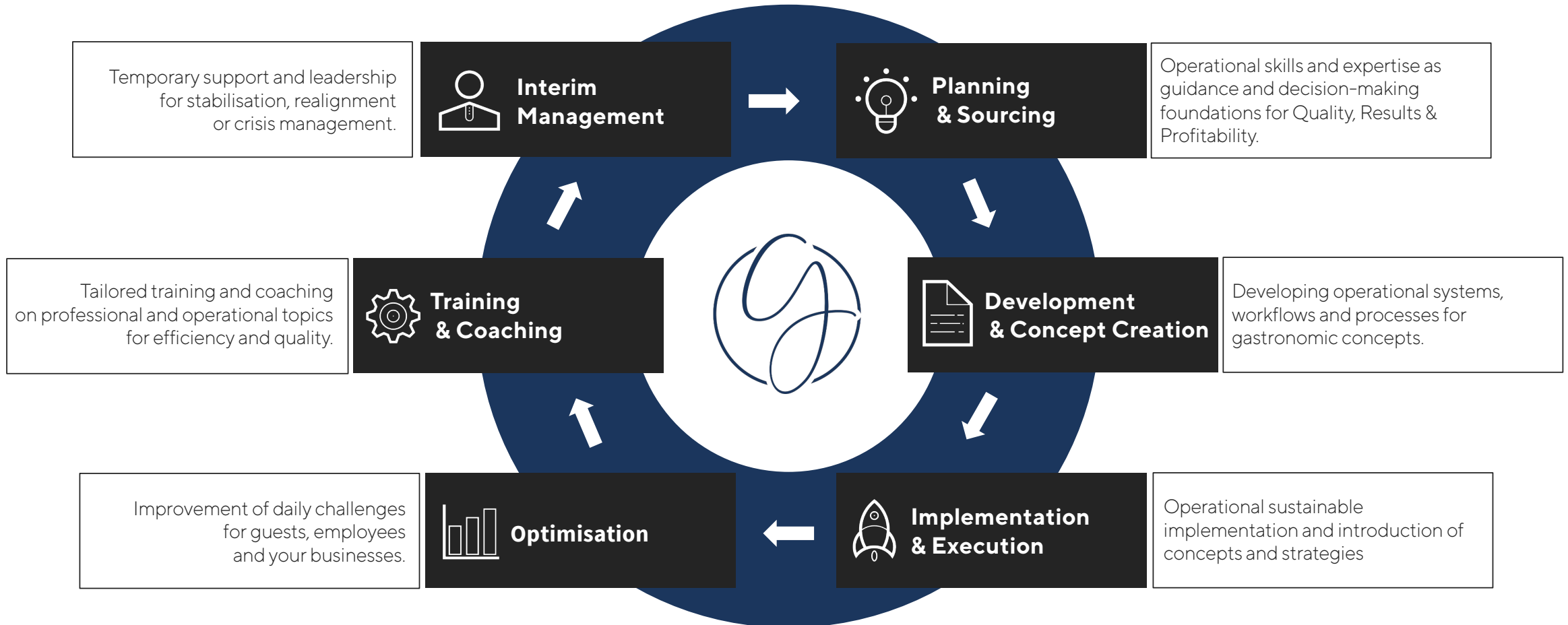


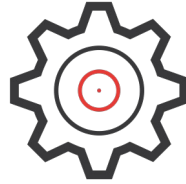
We currently advise and support the Lindner Hotel Group at a central level, as well as individual hotel projects for a uniform and strategic alignment with the help of standards, as well as local audits, optimisation workshops and coaching. The projects include the development of a group-wide standardised M&E performance and quality standard.



- F&B Standards
- Consulting & Workshops

OUR SERVICES

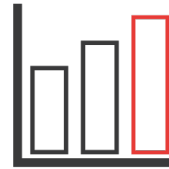




Concept Realization

OBJECTIVE: Implementation of existing gastronomic systems, concepts or group-wide standards.

OUR SERVICES: Planning, harmonisation and coordination of locations, preparation, introductions, local training and joint implementation with the teams for a sustainable introduction of concepts, systems or standards.



Complete F&B Audit

OBJECTIVE: Improve guest satisfaction, profitability, employee satisfaction and brand compliance.

OUR SERVICES: Analysing the guest journey, the offer and quality as well as the operational procedures, processes and economic issues, taking into account brand standards and central guidelines and requirements. Reflection on perceptions, exchange of recommendations and joint development of a measurable action plan.



Menu Engineering & Cognitive Pricing

OBJECTIVE: To improve turnover, profitability and guest satisfaction in outlets.

OUR SERVICE: Customised workshop on: Creating successful and profitable food, beverage and room service offerings based on menu planning and cognitive pricing. Provision of an assessment tool for menu planning and a guide for cognitive pricing.

WORK WITH US...

GASTRO ASSIST.
CONSULTING, PROJECT- & INTERIMSMANAGEMENT.



JUST RING THAT BELL, LIKE THE CHEF WOULD DO! **TWICE.**

Together, we analyze your situation, determine the required support needs, and create a customized offer for you.

Ralf Lampe

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