



Unlocking Workplace Productivity & Wellbeing with Next-Generation Solutions

Where Learning Meets Inspiration: The Wellness Specialist Advantage

Who We Are

With our next-generation solutions, we empower your workforce to thrive, driving sustainable productivity gains and creating a more vibrant, resilient company culture. Our innovative tools and strategies are designed to address the evolving challenges of today's dynamic business environment. We equip your team with the skills, mindset change, and insights needed to excel, fostering an atmosphere of continuous growth and adaptability.

Why Choose Us



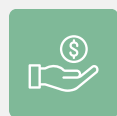
Our Approach

We have supported individual, teams and individuals for over a decade and our multi-disciplinary team ensures every client is left in a better space than before we engaged with them



Guest-centric Approach

Our guest centric approach ensures a person first focus coupled with awareness of quality of product & impact on profitability



Customised Solutions

Our range of business units allows us to offer customised solutions to meet the specific needs and objectives of each organisation, ensuring maximum impact and relevance.

Our Services

Mental Health Awareness

- Stress Management: Techniques for Coping and Resilience
- Mindfulness and Meditation Practices for Workplace Wellbeing
- Building Emotional Intelligence in the Workplace
- Managing Anxiety in a High-Pressure Environment
- Effective Communication Skills for Supporting Mental Health
- Work-Life Balance Strategies for Employee Wellness
- Understanding and Addressing Burnout in the Workplace
- Creating a Positive Work Environment: Promoting Mental Health at Work
- Cultivating Self-Compassion and Self-Care Habits
- Mental Health First Aid: Recognising Signs and Providing Support

Leadership Transformation

- Rapid Skills Audit
- Transformative developmental paths
- Executive Coaching
- Leadership Coaching



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Operational Excellence Programme



Duration - 2 days

Audience - FOH & BOH Ops Managers

This 2-day intensive training equips BOH and FOH managers with the leadership, operational, and financial skills required to improve efficiency, enhance guest experiences, and drive team collaboration in the hotel restaurant industry.

Operational Excellence - Day 1

Day 1: Operational Excellence & Leadership

- The Psychology of Leadership
- Cultivating a culture of success
- Global trends on FOH and BOH responsibilities & seamless integration.
- Team dynamics & debriefing
- Effective management of diverse teams, conflict resolution, and fostering strong BOH-FOH collaboration
- Guest Experience (FOH) expectations for the modern guest
- Delivering exceptional service, handling complaints, and emotional intelligence in guest relations.
- Kitchen Operations (BOH) & Impact
- Streamlining kitchen workflows, time management during peak hours, and optimising food service communication.

Operational Excellence - Day 2

Day 2: People, product, profit

- Coaching, mentoring & managing
- Financial Management & Cost Control
- Budgeting, P&L management & risk
- Translating strategy into goals
- Making Health, Safety & Compliance everyones responsibility
- Ensuring legal compliance and maintaining high standards in food safety and guest well-being.
- Technology Integration:
- Using advanced tools for inventory, reservations, and communication to enhance both BOH and FOH efficiency.
- Team Collaboration:
- Practical exercises and simulations to reinforce teamwork, communication, and leadership

Accountability

Day 1 ends with a sharing of experiences and a reflection exercise which is paired with an accountability of responsibility pledge. to be signed by all attendees.

Attendees will be tasked with creating an overview of a meeting focused on sharing information gathered after day 1 that can be rolled out to their teams

This is an assessment based on effective communication





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Hospitality, F&B Expert & Trainer

Chef John Mathi



Our Facilitators

About Chef John

Chef John Mathi is a seasoned chef, experienced general manager and culinary arts trainer who has worked in various 5-star establishments both locally and internationally in his 27 year career. He has had a unique career path having worked his way up to Chef de Cusine in the kitchen, and then having pivoted to the front of house department where he has built a reputation as a highly effective consultant with a proven record of transforming teams and elevating standards & sales

Contact Us



061 462 7419



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Guest Service & Guest Experience Expert

Keshnie Mathi



Our Facilitators

About Keshnie Mathi

Keshnie Mathi has over 19 years of experience in leadership positions within the hospitality space. She combines her understanding of human nature as a counsellor and coach with her knowledge accumulated locally and abroad to motivate teams, empower leadership and increase productivity. Her experience in 5 star hotels as a Quality Assurance & Guest Service Lead as well as a Training & Development Manager guides her approach and ensures mindset change and behaviour alignment.

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