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PALS Consulting - Your Essential Ingredient

PALS was formed late in 2016 bringing together its shareholders with over 50 years of combined experience in the Hospitality, Food Service and Food Retail industries.

We are driven by our desire not to be "another consultancy" and as every Client, Business or Project has its own recipe for success so we aim to become an "essential ingredient" in that recipe.

We offer our clients a wide range of support services

Project Management - From concept to delivery; be it a restaurant, coffee shop, in-house facility or small hotel; we are able to manage the various aspects that our clients requires of us. We have a large network of Associates with specialized skills (design, equipment, work flow planning, payment methods, ERP systems etc.) that can be brought to the table as and when required.

Marketing and Promotions - In today's world; stand-alone restaurants, small hotels, B&Bs / guest houses or small chains need to constantly manage their "air time" in order not to be lost in the clutter created by those organisations with larger marketing budgets. Through innovative targeted applications of traditional methods as well as social media we are able to create cost effective programmes encompassing all aspects to drive sales and improve customer count. An integral part of marketing is customer feedback and PALS is well equipped to design, implement and manage customer feedback programmes from web based to traditional mystery diner / customer programmes.

Procurement RFPs / Tenders - The importance (it is not just about price!) of this aspect of an operation is often overlooked in many businesses today resulting in a less than satisfactory end result for all stakeholders. With our experience in Procurement and Supply Chain, we are able to assist our Clients in drafting documents and / or processes that will give both them and their suppliers the desired end result.



Problem Solving - "*Knowing one's onions*" is an old adage but often one is so involved in running an operation that one forgets to or is unable to stand back and look for the real issue impeding one's success and ability to find the best or most appropriate solution. PALS has a proven ability to quickly find the root causes, identify solutions and implement them for our Clients. So whether it is your food cost, declining turnover / occupancy, dropping customer count, or even a problem operation or franchisee; PALS can come to your rescue.

Health and safety - Food Safety has been gaining more and more importance over the past few years as food trends change, sources of ingredients move to smaller producers, and the legal frameworks gather momentum. If not managed well the costs spiral and the consequences of non-compliance is fatal to any food service operation; PALS can assist in the development, implementation and management of an applicable Food Safety Programme. Through our affiliates we can also offer our Clients OHS act compliant fire and first aid training. PALS has extensive experience in HSE at all levels.

Business broking - Looking to sell your restaurant, hotel, B&B or buy one? Getting the right price whether you are a buyer or a seller is the goal but easier said than done! With our experience we are able to ensure that a fair and reasonable price is obtained for both parties and can assist you with your business plans etc.





PALS

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Who are we?

PAUL BLUMBERG

Paul has been in the Food Service and Hospitality related industries for over 30 years and is a Fellow Member of the South African Chefs Association and is a professional member of the Chaine des Rottisseurs. In his career Paul has worked for blue chip companies such as Southern Sun Hotels, Fedics Food Services, The Compass Group and Nestle as group advisory chef. An active member of the South African Chefs Association Paul is recognized judge for local and international competitions

ALAN REID

Alan spent 25 years in the broader Hospitality and Food Service industry working for major hotel chains, Food Service companies and an exciting 3 years with McDonalds when they arrived in South Africa. A 10 year period with BP Southern Africa saw Alan lead the charge to upgrade the standards of food and bakeries in the Forecourt industry developing and launching Wild Bean Café, arguably one of the biggest game changes in the forecourt convenience market before focusing on Services Procurement. Like Paul he is a Fellow of the South African Chefs Association.