

Want to know how YOUR restaurant rates???



Check out — ...

The Mystery Diner

The Napa Valley College Small Business Development Center (SBDC) is pleased to offer the availability of a special service for restaurants and eating establishments. For the last 5 years the *Mystery Diner* program has helped many of our local restaurants and can help YOUR business improve customer service, improve image, and identify problem areas so that you can grow and prosper.

The Mystery Diner program utilizes the expertise of a team of professional consultants with years of small business management experience. Our team has the “inside” knowledge and expertise to help YOUR restaurant thrive.

Here’s how the program works...Our “sleuths” will visit your restaurant on 3 separate occasions. They will be looking for things such as restaurant appearance, customer service, menu design, pricing, food quality, etc. They can also evaluate specific areas you are concerned about. Once their investigation is complete, they’ll meet with you to discuss their findings—and work with you to implement strategies to improve your operation.



Sign up for this service for only \$99 (plus reimbursement for dining). You will also be eligible for FREE follow-up counseling.

YES! I'd like more information on this service! Please complete the information below, and FAX to (707)253-3068, or mail to Napa Valley College SBDC, 1556 First St., Ste. 103, Napa, CA 94559

Name

Business Name

Address

City

Zip

Phone

FAX

E-Mail

To find out more, call the NVC Hospitality Institute at (707)253-3219.
www.nvchi.org