



ESSENTIAL  
HOSPITALITY  
SOLUTIONS

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[www.hospitalitytrainingessentials.com](http://www.hospitalitytrainingessentials.com)

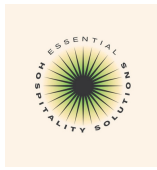
774-722-5710

# Business Services Overview

SEPTEMBER 2022







Greetings!

Thank you for allowing me the opportunity to present this proposal for professional business services.

Essential Hospitality Solutions deploys industry best practices to provide customized food & beverage team development, management support, international workforce assistance, and HR consulting services to make you and your team more successful.

Our experience, credentials, and qualifications in the areas of Hospitality General Management, Human Resources, Culinary Arts, and Food & Beverage Service (with a primary focus on highly seasonal operations) make EHS an invaluable partner and a critical resource for your team.

We are entering a new phase in the company's growth by expanding our base offerings to include a full range of seasonal worker concierge services. Should you be interested, I would like to propose partnering with you to manage your seasonal worker housing, transportation, and other business needs on a contract basis. Upon request, I would be happy to forward you additional information and a synopsis of relevant services to help you with your decisions.

I'm looking forward to building a future with your organization.

Sincerely,

A handwritten signature in black ink that reads "John".

**John B. Dufault, CEC, CCM, SHRM-CP**

Essential Hospitality Solutions  
Founder & CEO

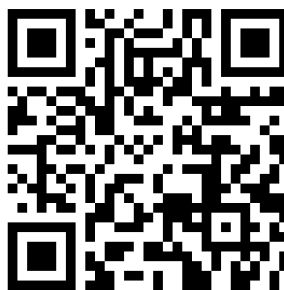


# A little about us...

Founder and CEO John Dufault, CEC, CCM, SHRM-CP began Essential Hospitality Solutions after retiring from a successful and well rounded 30-plus year career in the hospitality industry. EHS exists to solve the challenges owners, operators, and managers face today.

As a trusted and credible business partner, I will help you demonstrate to your employees their critical value to the overall success of the organization. I will connect with them in meaningful ways that reflect and exemplify your organizations genuine commitment to their positive employee experience.

Please visit [www.hospitalitytrainingessentials.com](http://www.hospitalitytrainingessentials.com) to view our full company profile.





# A Sampling of our Services...

As a professional management executive in the high-end hospitality space, I was accountable for the operational and strategic success of my employers for the past three decades. As CEO of Essential Hospitality Solutions, I now deploy my experience and expertise for the benefit of organizations seeking to increase business efficiency and create additional competitive advantage in the marketplace.

EHS helps food & beverage/hospitality operations achieve greater success through best practice training and skills development, experienced management support, and industry specific HR insight.

SERVICE CATEGORIES	WORKFORCE TRAINING & DEVELOPMENT	MANAGEMENT & HR CONSULTING AND PROJECT SUPPORT	DYNAMIC EMPLOYEE ENGAGEMENT	SEASONAL & INTERNATIONAL WORKER MANAGEMENT SUPPORT
CATEGORY ELEMENTS	ServSafe Training & Certification (ALL Courses)	Human Resource Policy Review & Development	Employee Engagement Surveys & Reports	Seasonal Staff Housing Management
	Sexual Harassment Awareness & Prevention Training	Employee Handbook Development	Employee Focus Groups & Tactical Action Planning	Employee Transportation Management
	Professional Culinary & Beverage Concepts and Menu Specific Training	Employee Training, Orientation, & Onboarding Materials	Employee Performance Improvement Plans	International Worker "Pre-Boarding" & Assimilation
	Restaurant Service Training Essentials	Industry/Market Surveys & Benchmarking Reports	Develop & Conduct Onboarding & Culture Boarding Programs	Seasonal Staff Housing AP/AR Management
	Customized HACCP Program Development & Monitoring	Entry, Mid, and Executive Level Search Assistance	Organize Extracurricular Events & Activities	Develop Local Resource Reference Materials

# ESSENTIAL HOSPITALITY SOLUTIONS

JOHN DUFAULT, CEC, CCM, SHRM-CP

Chatham, MA · 774-722-5710

[Train2gain.ehs@gmail.com](mailto:Train2gain.ehs@gmail.com) · [www.hospitalitytrainingessentials.com](http://www.hospitalitytrainingessentials.com)

**2009 – 2022**

**GENERAL MANAGER, EASTWARD HO!**

*100-year-old exclusive, member-owned, nationally ranked private golf and country club on Cape Cod*

**2005 – 2009**

**ASST. GENERAL MANAGER/DIRECTOR OF F & B, THE COUNTRY CLUB OF DARIEN**

*Elite member-owned, full service private golf and country club in lower Fairfield County, CT*

**2002 – 2005**

**GENERAL MANAGER, VERMONT NATIONAL COUNTRY CLUB**

*Developer owned championship Jack Nicklaus designed golf course and full-service private country club in Northern Vermont*

**2000 – 2002**

**CLUB MANAGER, MOUNT PLEASANT COUNTRY CLUB**

*Private, member-owned full-service golf and country club in Boylston, MA*

**1998 – 2000**

**GENERAL MANAGING PARTNER, THE COOLIDGE GROUP, LLC**

*DBA The Firehouse Cafe and Nantucket Seafood ~ Two separate high volume public venues (restaurant/bar/nightclub) in downtown Worcester, MA*

**1988 – 1998**

**EXECUTIVE CHEF, TATNUCK COUNTRY CLUB**

*Private, full-service country club in Worcester, MA*

## EDUCATION

1983 – 1987; **BOSTON UNIVERSITY, COLLEGE OF LIBERAL ARTS**

1987 – 1988; **JOHNSON & WALES UNIVERSITY, APPLIED CULINARY ARTS**

## CREDENTIALS

**SOCIETY FOR HUMAN RESOURCES MANAGEMENT, SHRM-CP (CERTIFIED PROFESSIONAL)**

**CLUB MANAGEMENT ASSOCIATION OF AMERICA, CCM (CERTIFIED CLUB MANAGER)**

**AMERICAN CULINARY FEDERATION, CEC (CERTIFIED EXECUTIVE CHEF)**

**NATIONAL RESTAURANT ASSOCIATION EDUCATIONAL FOUNDATION, CERTIFIED SERVSAFE INSTRUCTOR AND REGISTERED PROCTOR**

**MASSACHUSETTS NOTARY PUBLIC**



