

NATURALLY

Serve Like a Pro Naturally

Servers read each guest's approach and leave them feeling understood, so regulars come back and servers stay.

"Our sales team leaves revenue on the table."

"Customers walk in loyal and leave indifferent."

WHO IT IS FOR**LEVEL**

Store and service teams, Frontline leaders

GROUP SIZE

Any group size

TIME

Anywhere from 60 minutes to 2 days

FORMAT

In person

LANGUAGES

English

BUSINESS OUTCOME

Customer loyalty, Revenue growth

WHAT HAPPENS

Servers discover their own approach and practice reading guests in the first exchange at the table.

Real service moments get rebuilt for each guest type: the rushed, the curious, the celebrating, the annoyed.

Servers take ownership of sales and service together, with the words they will use tonight.

WHAT CHANGES

- Guests feel understood and return
- Check averages rise without pushy upsells
- Servers own the job and stay longer
- Labor costs steady as turnover drops

HOW WE MEASURE

Assessment data plus your own numbers: check average, return-guest rate, and server retention at 90 days.

HOW IT FITS WHAT YOU HAVE

Built around your store formats, your customers, and the moments your associates face on the floor. Practice rounds use your merchandise and your policies.

INVESTMENT

\$25,000

Per bundle · same number in USD, CAD and EUR

Part of the Naturally bundle of three. Multi-location rollouts priced per restaurant group after a JSD.

Formats: anywhere from 60 minutes to 2 days, for any group size. One Facilitator day covers everything up to a full day at the investment shown; a second day adds \$10,000.

WHAT IT INCLUDES

- Naturally assessment for every server
- Three Naturally experiences
- Materials for restaurant and hospitality settings

PROOF

+27% average bill, +12% table turns

A hotel chain's restaurants after Serve Like a Pro Naturally; chain to be named

Schedule a 20-minute walkthrough

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