

Is Building a Better Business a Priority in 2017?  
by Adam Mills, KRHA President & CEO

A close friend of mine in the business recently hired a contract consultant to look into several areas in order to better operate their business. In today's business environment it's necessary to turn over every rock to find savings and take a hard look into operations to ensure your business practices are compliant. Here is a quick rundown of the consultant's findings:

- ✓ Found tax savings by eliminating the sales tax on utilities including a 3 year look back credit of overpayment. **\$2,500 back to the business**
- ✓ Looked at all Insurances to ensure they were adequate and shopped to find best program and pricing. **Saving \$2,000.** Also found missing necessary coverages that could have been a major loss to the business. This could have represented additional savings of thousands had it not been identified until after a loss. Finding the missing coverage was worth more than all the found savings put together.
- ✓ Found several areas of non-compliance in their HR practices, including a need to rewrite their employee manual. Consultant offered an inexpensive service to handle all HR needs of the business, including handling all of their Unemployment claims, pre and post-termination. The total cost of employee manual rewrite and full-time HR consulting, \$400 per year. **Saving \$1,000's** in potential violations and lost UI hearings.
- ✓ Noted that while many of the employees were getting their food safety certification, they weren't taking advantage of discounts available to them. **Savings of \$300.**
- ✓ The consultant looked through the various opportunities gained by recent changes in the law and other missed opportunities; recommending the following:
  - Have happy hour focusing on one signature beer, wine or mixed drink each day and pairing with an appetizer from 4:00 PM to 6:00 PM.
  - Offer a sample size of the beer of the day, preferably a microbrew.
  - Display the food safety certificates for public and health inspectors to see, demonstrating a commitment to food safety excellence.
- ✓ The consultant set up multiple opportunities to network with other owners and operators to share industry knowledge and information.
- ✓ The consultant provided webinars for viewing either live or on demand on a variety of topics including marketing using social media, changes in Overtime Law, and ACA compliance. Not only that but a large catalog of informational articles pertaining to Frequently Asked Questions that owner/operators have.
- ✓ Due to their knowledge of industry needs, the consultant also discussed the need for meeting on a regular basis with regulatory departments including the KS Department of labor, KS Department of Revenue including Alcohol Beverage Control Director and staff, KS Department of Agriculture regarding food inspections.
- ✓ The consultant also agreed to be available to answer questions and provide resources dedicated to problems the business having as it relates to industry needs.

This consultant put \$5000 back in my friend's pocket and saved him at minimum \$25,000 in potential losses, fines, etc. What do you think the cost would be to hire a consultant like this?

Open up your checkbook and see how much you paid in dues to KRHA last year, we are that consultant. If someone isn't a member today, it's less than the cost of a beverage per day.