




# SERVICE CLUB.

Training Based Recruitment Platform for Hospitality

# Problem

**OVER 90% OF NEGATIVE  
TRIPADVISOR RESTAURANT  
REVIEWS ARE DUE TO  
POOR SERVICE**



waited 30 mins  
Got NO service

**HOW DO YOU MAKE SURE YOUR RESTAURANT DOES NOT GIVE POOR SERVICE?**

**70% RESTAURANT STAFF QUIT WITHIN ONE YEAR**

**I quit!**

**HAVE YOU EVER THOUGHT ABOUT THE COST OF STAFF ROTATION?**

**CAN YOU FIND QUALITY REPLACEMENTS AS QUICKLY AS NEEDED?**

**WHAT HAPPENS WHEN A SERVICE IS SHORT OF STAFF?**



**RESTAURANTS**

**BLAME**

**LACK OF AVAILABLE,  
RELIABLE, TRAINED,  
QUALITY STAFF.**

**STAFF**

**BLAME**

**LACK OF  
MOTIVATION,  
TRAINING AND  
QUALITY JOBS.**

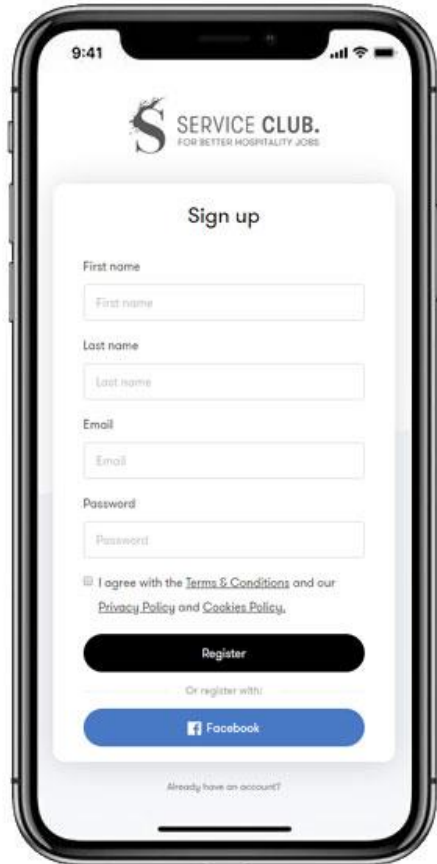
**S**  
**SERVICE CLUB.**

Breathe...

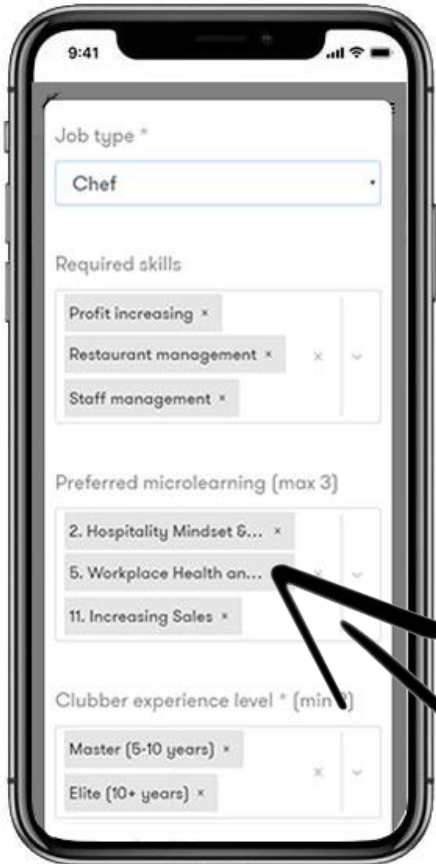


# The Solution

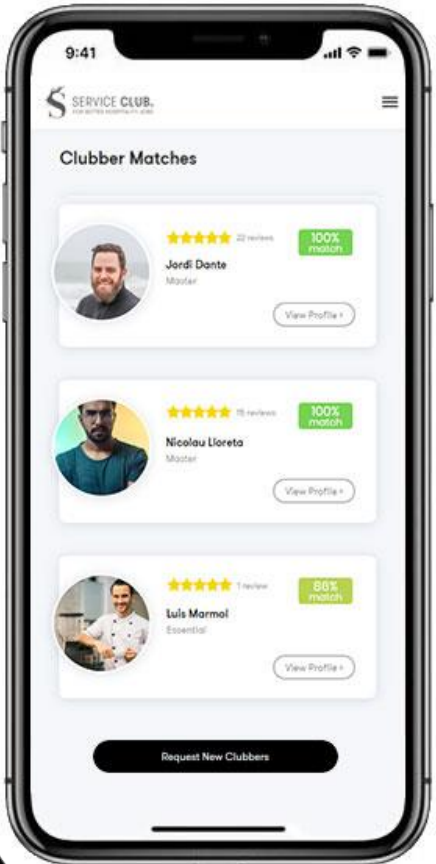
1 Sign up



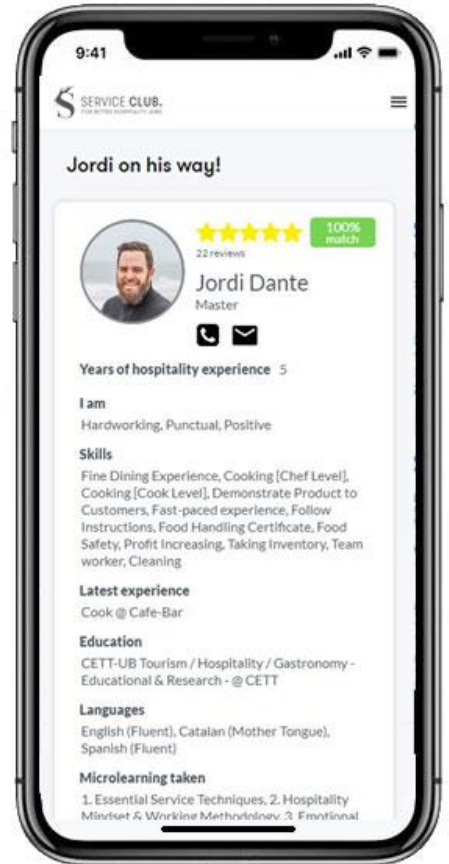
2 Set staff criteria



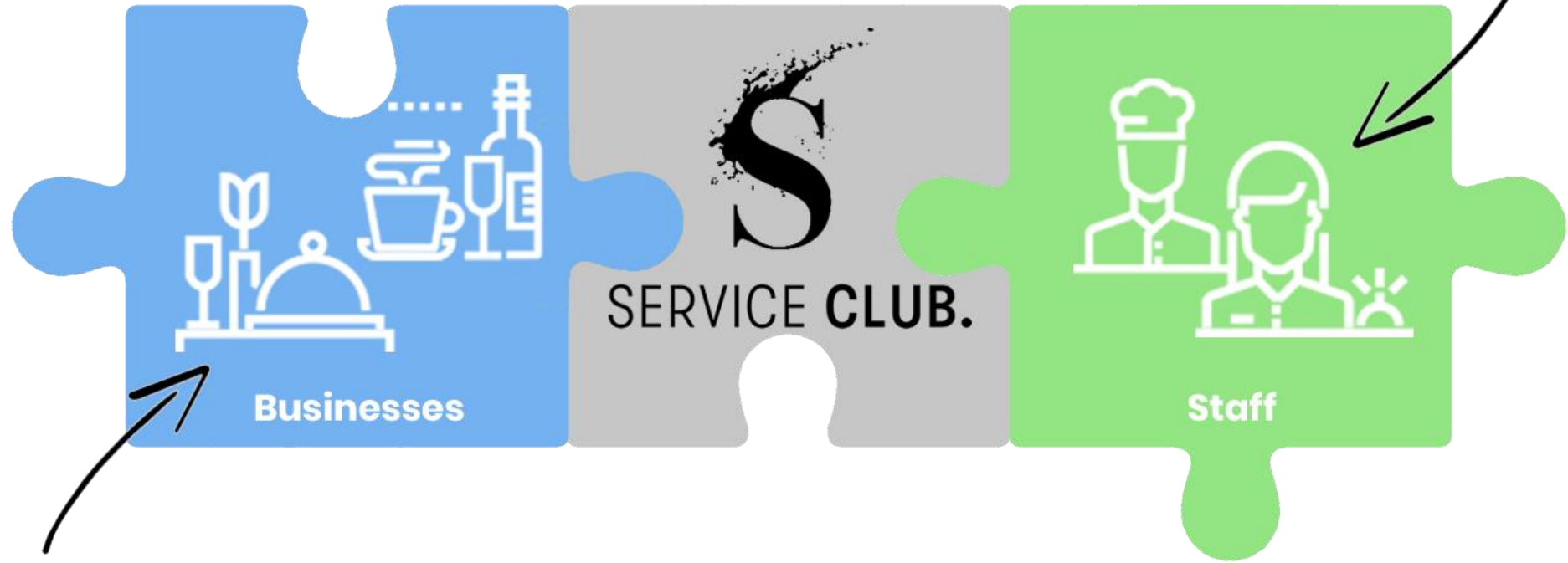
3 Find your match



4 Your staff is coming!



# Why does it work?



ON-DEMAND ACCESS TO  
TRAINED, TESTED,  
STAR RATED  
STAFF + EXTRAS

ONGOING TRAINING,  
CAREER PATH,  
BETTER JOBS

Staff rotation costs too much? – Book someone even just 2 hours before service!

Irrelevant applicants waste your time? – Only see those that match 80% or higher!

Do you often do “desperate hiring”? – Have access to trained and star rated staff instantly.

Regular no-shows to interviews? – Those who took microlearning for you have proven they want the job!

# How?

## A marketplace of trained and rated staff...



### Artificial Intelligence

We learn your needs and habits. Serve you accordingly. So you do less work with every hire.



### Microlearning

Staff trained for customer service, communication, emotional intelligence and even sales.



### Immediate Booking

Takes seconds to book and hours or minutes to have your new staff.



### Smart Matching

No more irrelevant CVs to go through.



### Same Day Arrival

No shows? Staff sickness? Unexpected demand? Relax! We got your back.



### Variety

Waiters, cooks, chefs, mixologists, baristas, receptionists, managers, etc...



### Star Rating

Staff rated by previous employers



### Contract or On-demand

Staff for permanent needs or just for a few hours.

# Microlearning with “Mega” Partners



Module 1.  
Essential Service  
Techniques



Module 2. Hospitality  
Mindset and Working  
Methodology



Module 3.  
Emotional Intelligence  
& Dispute Resolution



Module 4.  
Master Behind the Bar



Module 5.  
Health and Safety at  
Workplace



Module 6.  
English for Hospitality



Module 7.  
Mastering TripAdvisor  
Reviews



Module 8.  
Coffee Masterclass



Module 9.  
Cocktail Masterclass



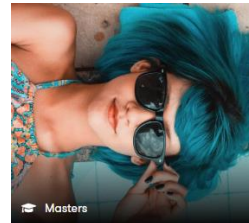
Module 10.  
Wine Masterclass



Module 11.  
Increasing Sales



Module 12.  
Online Reputation  
Management



Module 13.  
Wellbeing in Hospitality



Module 14.  
Being an Extra in Service  
Industry



Module 15. Kitchen  
Management for Cooks

CETT

Campus  
de Turisme, Hoteleria  
i Gastronomia  
UNIVERSITAT DE  
BARCELONA

GRUPO  
TRAGALUZ



grupo nomo

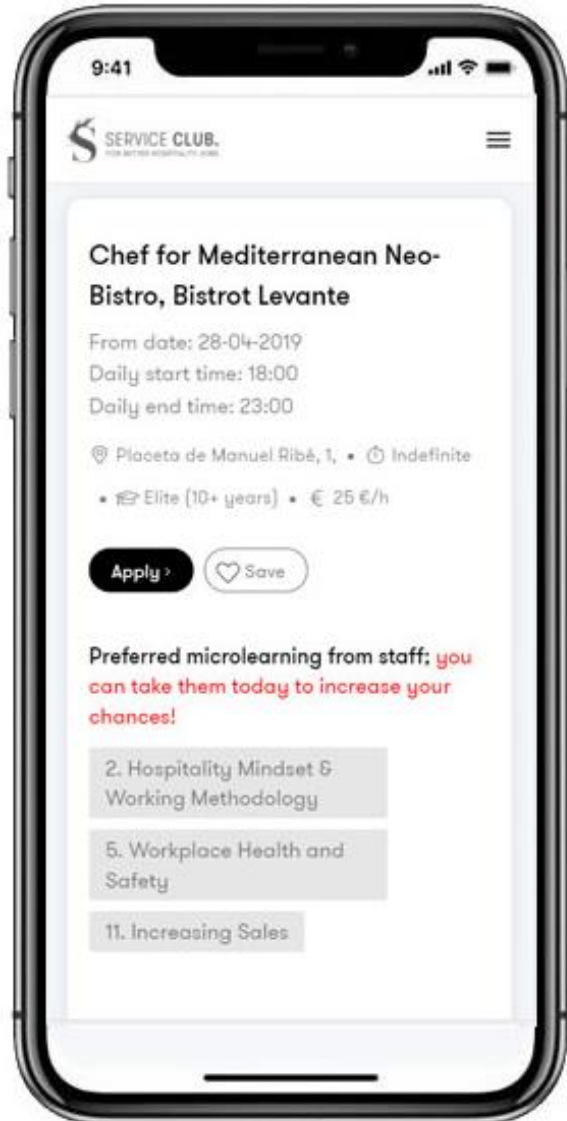


Salzburg University  
of Applied Sciences

EDUCHOS  
ACADEMY • CAREER • PEOPLE

# Microlearning is a sign of “intention”

It targets **mindset** more than the skillset; isn't mindset the main problem anyway?



- 8 out of 10 applicants in hospitality do not turn up to the interviews.
- 5 out of 10 applicants that use other recruitment platforms are not even aware that they applied !

**Service Club** staff **show their intention** to learn and to work for you through completing your desired microlearning modules before they met you.

# How do I start?

## Step 1: Send your job offer

### Create Your Free Job Offer to Hire Your Trained, Tested, Rated Hospitality Staff

It only takes a few minutes!

Once we receive your request, we will shortlist your top matches out of thousands of top professionals.

**It costs as little as €39 to meet your best staff match in town!**

And you will only be asked to pay if you like our selection.

<input type="text" value="Company Name*"/>	
<input type="text" value="Company Type*"/>	<input type="text" value="Job type*"/>
<input type="text" value="Your Name*"/>	<input type="text" value="Your Surame*"/>
<input type="text" value="Your E-mail*"/>	<input type="text" value="Your Phone*"/>

By clicking save and complete button you agree to our [Terms of Service](#) and [Privacy Policy](#)

**SAVE AND CONTINUE**

# Step 2: Extras or Indefinite?



## Temporary Extras or Permanent Contract Staff?

Service Club **EXTRAS**

We can send you an Extra even today!

All social security, insurance & other expenses handled by us!

**I NEED EXTRAS**

Service Club **TALENT POOL**

Tell us the skills and training you need from your future staff.

We will send you your top matches out of thousands of professionals in Service Club.

**I NEED CONTRACT STAFF**

# Step 3: View your 80% or higher matches, out of thousands of applications

The screenshot displays the 'Clubbers' section of the Service Club website. It features three chef profiles, each with a star rating, match rate, and detailed information about their skills, experience, education, and languages. Handwritten annotations in black ink point to specific elements on the profiles:

- STAR RATING:** Points to the star icons and review counts at the top of each profile.
- MATCH RATE:** Points to the green 'match' percentage boxes (100%, 90%, and 85%).
- CLUBBER LEVEL:** Points to the chef's title (Master or Essential).
- MICROLEARNING TAKEN:** Points to the list of microlearning modules.
- SKILLS:** Points to the 'Skills' section of the first profile.
- EXPERIENCE:** Points to the 'Years of hospitality experience' section.
- EDUCATION:** Points to the 'Education' section.
- LANGUAGES:** Points to the 'Languages' section.

The profiles shown are:

- Jordi Dante (Master):** 5 years of experience, 100% match, 22 reviews. Skills include Fine Dining Experience, Cooking, and Customer Service.
- Nicolau Lloreta (Master):** 10+ years of experience, 90% match, 15 reviews. Skills include Cooking, Shift Management, and Kitchen Management.
- Luis Marmol (Essential):** 10+ years of experience, 85% match, 1 review. Skills include Kitchen Management and Menu Preparation.



100% Match



Paula Luz Juanneda

Membership number: 6970083548

Gender  
Female

Date of birth  
09-07-1992

Nationality  
Spanish

Working eligibility  
Spanish Citizen

### Clubber Level

[10/10 Match]

Master

### Years of Experience

8 Years

### I am...

- Business-orientated
- Calm under pressure
- Creative
- Dynamic
- Flexible
- Friendly
- Hard-working
- Helpful
- Perfectionist

### Skills [20/20 Match]

- Bar management
- Beer brewing
- Wine
- Communication
- Cooking [cook level]
- Floor management
- Marketing
- Website management
- Social media management
- Photography

### Experience [50/50 Match]

**Bartender @ Bar piscina de la Seca**

Greeting costumers Taking orders Bartender

3 months • La Seca, España

**Chef @ Laguna Real**

cook tapas preparing food orders grill

1 year • Valladolid, España

**Bar Manager @ Laguna real**

Organizing stock Payments and closing cash Take orders Bartender

6 years • Medina del Campo, España

**Chef @ Pizzeria la Competencia**

Preparing misa In place Cook Italian food

3 months • Valladolid, España

**Bartender @ Medina Sound Festival**

Server drinks Taking orders Payments

3 days • Valladolid, España

**Bartender @ Blechneral**

server drinks payments clean barback

4 months • Constanza, Alemania

**Bartender @ Shamrock Pub**

take orders Bartender Cleaning

4 months • Constanza, Alemania

### Education [10/10 Match]

**Master's degree, Direction in cinema @ ESCAC**

11-09-2018 to 15-07-2019

**Bachelor's degree, Media communication @ UEMC**

20-09-2012 to 20-07-2017

### Languages [10/10 Match]

English

Level: Fluent

Spanish

Level: Mother Tongue

German

Level: Spoken Only

Italian

Level: Spoken Only

### Service Club Academy & Other Achievements



**Module 10 - Wine Masterclass**

Earned 4 days ago

- Introduction to Wine
- Varieties of Wine
- Flavors of Wine
- Palate
- How to Taste Wine
- The Grape
- Winemaking
- Serving Wine



**Module 09 - Cocktail Masterclass**

Earned 4 days ago

- Cocktail History
- Basic Cocktail Principles
- Crucial Techniques
- Balancing a Drink
- Products Which Change Entire Drinks
- The Importance of Appearance
- Classic Recipes

# Step 4: Pay & reveal contact details **ONLY** if you like your Top Matches!

<p><b>Single Credit</b></p> <p><b>€39</b></p> <p><i>per person hired</i></p> <hr/> <ul style="list-style-type: none"><li>✓ <b>1 Posting Credit*</b> for: Service Club Extras /month (first available Extra, immediate hiring) OR Service Club Talent Pool /month (access to "top matches" for indefinite hiring)</li><li>✓ <b>Star-rated applicants</b> by previous employers</li><li>✓ Ability to state <b>Microlearning</b> preferred</li></ul>	<p><b>Lite Membership</b></p> <p><b>€90</b></p> <p><i>monthly</i></p> <hr/> <ul style="list-style-type: none"><li>✓ <b>3 Posting Credits*</b> for: Service Club Extras /month (first available Extra, immediate hiring) OR Service Club Talent Pool /month (access to "top matches" for indefinite hiring)</li><li>✓ <b>Star-rated applicants</b> by previous employers</li><li>✓ Ability to state <b>Microlearning</b> preferred</li><li>✓ Listing possibility in <b>Service Club Guide**</b></li></ul>	<p><b>Most Popular</b></p> <p><b>Smart Membership</b></p> <p><b>€99</b></p> <p><i>monthly</i></p> <hr/> <ul style="list-style-type: none"><li>✓ <b>4 Posting Credits*</b> for: Service Club Extras /month (first available Extra, immediate hiring) OR Service Club Talent Pool /month (access to "top matches" for indefinite hiring)</li><li>✓ <b>Star-rated applicants</b> by previous employers</li><li>✓ Ability to state <b>Microlearning</b> preferred</li><li>✓ 1 Group Staff Training /year</li><li>✓ Listing possibility in <b>Service Club Guide**</b></li></ul> <p>You save €57 /month</p> <p>Free Job Posting</p>	<p><b>Liberty Membership</b></p> <p><b>€199</b></p> <p><i>monthly</i></p> <hr/> <ul style="list-style-type: none"><li>✓ <b>8 Posting Credits*</b> for: Service Club Extras /month (first available Extra, immediate hiring) OR Service Club Talent Pool /month (access to "top matches" for indefinite hiring)</li><li>✓ <b>Star-rated applicants</b> by previous employers</li><li>✓ Ability to state <b>Microlearning</b> preferred</li><li>✓ 2 Group Staff Trainings /year</li><li>✓ Guaranteed listing in <b>Service Club Guide</b></li></ul> <p>You save €113 /month</p> <p>Free Job Posting</p>	<p><b>Enterprise Membership</b></p> <p><b>€399</b></p> <p><i>monthly</i></p> <hr/> <ul style="list-style-type: none"><li>✓ <b>20 Posting Credits*</b> for: Service Club Extras /month (first available Extra, immediate hiring) OR Service Club Talent Pool /month (access to "top matches" for indefinite hiring)</li><li>✓ <b>Star-rated applicants</b> by previous employers</li><li>✓ Ability to state <b>Microlearning</b> preferred</li><li>✓ 3 Group Staff Trainings /year</li><li>✓ Guaranteed listing in <b>Service Club Guide</b></li></ul> <p>You save €381 /month</p> <p>Free Job Posting</p>
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*Choose a Plan that suits your needs!  
Flexible pricing to suit single establishments or large groups...*

\* One credit is used per staff hired. For On-demand extras, you will receive a final invoice after the completion of job, reflecting the hours of work, staff payment, insurance, social security and other expenses. [See Price List for different Extra types](#). With Contract staff, you are responsible from their payroll as their employer.

\*\* Selection process may apply.







citizen

*"WE USED 6 TIMES ALREADY!!!  
YOU GUYS ARE HELPING US IMMENSELY! WE ARE  
DELIGHTED WITH THE SPEED AND EFFICIENCY YOU BROUGHT  
INTO HOSPITALITY PERSONNEL SELECTION. THANK YOU!"*

Marc Coll Marti, Manager of Citizen Cafe

A rooftop terrace with a thatched roof made of dried palm fronds. Several large, dome-shaped wicker pendant lights hang from the ceiling. The terrace is furnished with long wooden benches covered in green patterned cushions, with small black metal tables in front. The background shows a cityscape with brick buildings and some greenery.

***"WE'VE USED SERVICE CLUB FIVE TIMES ALREADY AND WE WILL KEEP USING IT. WHY? BECAUSE IT WORKS! IT IS SUCH A COST AND TIME SAVING TOOL FOR HIRING!"***

Ale Guillén, HR Manager of Casa Bonay



*"IT'S A SYSTEM WORTH PAYING  
ANY AMOUNT OF MONEY FOR"*

Josep Maria Parrado, Owner of Terreza Martinez,  
Frankie Gallo Cha Cha Cha, Cañete

*"GOOD JOB GUYS! I'M HIRING 2 OF THE 4 PROFILES THAT YOU SENT ME!!! ALL THE PROFILES WERE VERY IMPRESSIVE. WHAT A SELECTION!!!"*

Raul Fernandez, General Manager at Mazah





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