



Consultancy Team

School of Hospitality

Sharing knowledge
and building long-term
relationships with you

Who we are

The School of Hospitality Consultancy Team brings together leading in-house experts to share their knowledge from organisations around the world. We are committed to developing your business. To achieve the best results and consistently high levels of service it is essential to work with the best possible partners.

Our consultancy services include:

- A focussed review of your current business and operations
- Agreement of priority issues/areas for business improvement
- Production of strategic recommendations and deliverable action plans.

What we expect our review to encompass

- Food and beverage control
- Staff training
- Quality standards.

What we base our approach on

- A high level of staff involvement
- Working co-operatively in teams
- Offering a 'hands on' approach
- Tailored to individual requirements.

How we help clients

- To identify and capitalise on products and services
- To investigate new markets
- To model good practice in food and beverage control
- To appraise business options and benefits
- To evaluate impacts on business.

The benefits to you

- Recognise further opportunities
- Add value
- Avoid threats and minimise risk.

We can help you

- If you are thinking of expanding
- If you are thinking of reviewing your portfolio or strategy
- If you are thinking about seeking independent advice.

Charges

There is no charge for your first consultation.

Our people

Tony Heptinstall



Tony is a Senior Lecturer and Programme Manager of Cookery courses at Otago Polytechnic and is responsible for all Level 3 and Level 4 Cookery programmes and Food Safety, plus the Management of the Student Centre Café at the Forth Street campus.

Tony qualified with a National Diploma in Hospitality Management from the United Kingdom in 1984 and the Certificate in Adult Teaching from the Dunedin College of Education. He has been with Otago Polytechnic for 11 years and in the industry for 28 years. In New Zealand Tony worked at Thyme Out restaurant during the early 1990s and for four and a half years, up to September 2007, was director of the Lievito Bakery in Dunedin. In the United Kingdom Tony managed a conference centre in Central London.

Tony has been closely involved with the development of iPod and other multi-media material used in the hospitality courses. He has also been a consultant for The Seriously Good Chocolate Company in Invercargill.

Daniel Pfyl



Daniel is a Lecturer in Hospitality Management and principally teaches students enrolled in the National Diploma in Hospitality Management programme at Otago Polytechnic. He is able to provide consultancy advice in many areas including purchasing and stock control systems, kitchen and menu planning, recipe costs and menu pricing, menu engineering and performance measurement systems, cost volume and profit analysis.

Daniel has worked with the Otago Polytechnic for ten years and has many years of experience working overseas in the hospitality industry in several countries including Switzerland, India and in Brunei where he was Executive Chef to the Sultan.

Last year Daniel gave a presentation on food purchasing and controls at the Scenic Circle National Conference in Blenheim.

Daniel does a regular weekly column in the Otago Daily Times entitled "Tricks of the Trade".

Contact us



For more information, or to discuss specific options, please contact us:

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