

## - PORTICO Goes GLOBAL in VALENCIA, SPAIN -

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PORTICO Consulting, LLC just returned from “the mountain” – in Valencia Spain, to revisit and refresh its fourth quarter strategic plan. We chose the vibrant city of Valencia, Spain due to its history, architecture, cuisine and hospitality. During our recent trip, we found two fantastic eateries that we kept coming back to, day after day. Whether for breakfast at **La Petite Brioche** or a glass of wine and dinner at **Mon Café**, we visited these businesses, 7 out of the 9 days while in Valencia. However, it wasn’t *just* the delectable cuisine that compelled us to repeat visits; it was the perfect balance among their business acumen, service consistency, hospitality and employee engagement that attracted us to enjoy the food, employees and service.

Both eateries had common business themes. Companies all over the world, regardless of industry and location, can take some lessons from both local Valencia businesses:

- Employees eagerly welcomed their guests – their warm hospitality was felt immediately!
- Employees worked together seamlessly, demonstrating professional communication, yet with few words exchanged; they aided each other in quiet, yet powerful, ways.
- The front and back of house were glued at the hip. Behind the scenes, support staff prepared food and libations from scratch, while servers worked with a sense of urgency, never compromising quality.
- The local culture was infused into the entire experience through the dynamic food, ambiance and diverse employee backgrounds.
- Employees were sincere, happy, engaged and driven to deliver stellar service.

Upon concluding our semi-annual *Mountain Time* in Valencia, we left with a new appreciation and perspective about how the *best of the best* conduct business – worldwide. We were reminded that one of the critical ingredients to exceptional customer service, is found in the following recipe: The employee experience is directly tied to the customer experience. When employees are engaged, happy and have strong team camaraderie, their energy is directly passed along to the customer. Regardless of size, industry or location, well-run organizations acknowledge the importance of engagement and find ways to improve customer satisfaction, by starting first, with employee satisfaction!

### To experience these two Spanish Gems:

**Mon Restaurant:** Carrer de Sant Vicent Màrtir, 23,  
46002 Valencia, Spain

**La Petit Brioche:** Calle Sorni 28 Bajo Derecha,  
Esquina con Grabador Esteve, 46004 Valencia,  
Spain

