

**Background:**

Silver Spoon MIA is a restaurant coaching and consulting company, incorporated in 2018, but I've been involved in the restaurant business since as far back as 1987. I opened my first restaurant in 2000 and, over the years, gained extensive experience as a franchise consultant. I worked with international coffee shop chains, helping them expand into the Middle East and Europe.

Eventually, I moved to the United States, where I began working independently. I collaborated with several celebrity chefs in Miami, helping them open various restaurants. In 2018, I decided to establish my own company to focus on my vision, but soon after, I partnered with Restaurant Brands International (RBI). During that time, I worked on high-profile projects like launching the Impossible Whopper for Burger King and introducing the Chicken Sandwich for Popeyes.

During the pandemic, I collaborated with a friend who owned a coffee shop. He wanted to franchise, and I helped him develop and expand his brand. This became my first official client during COVID. Since then, my business has grown to work with a variety of brands beyond restaurants, including cigar shops, gelato shops, catering businesses.

Solution:

Before working with the consultants in the Business Growth and Acceleration Program, (BizGap), I didn't even have a clear business model. The BizGap project in FL-27 is funded by a grant from the U.S. Small Business Administration (SBA). Focused on providing hyperlocal consulting, training and outreach to small businesses in targeted communities and commercial corridors. During one of my first meetings with Marketing Consultant Adriana Madrinan, we brainstormed ideas, and she asked me what my approach is and said, "I'm a hands-on

restaurant coach.” She stopped me and asked me to repeat it. That phrase became my slogan—“Hands-On Restaurant Coach”—and now it’s widely recognized.

The BizGap project helped me solidify the business concept and brand identity, which were crucial to our growth. Now, three years into this venture, it’s doing very well.

From the Owner

Being an entrepreneur is tough—it’s not an easy journey, and there are many moving parts. The most important thing is to believe in yourself, love what you do, and stay committed to continuous learning. Every day brings new challenges and opportunities for growth. Don’t get distracted by trends like AI or other emerging platforms. While these tools can be useful, they lack the human interaction and real-world experience that are essential in the restaurant business. AI doesn’t know the industry like we do—it hasn’t worked in restaurants, served customers, or built those personal connections. Staying human-centric is key to doing the right thing.

Business Owner Name: Al Kanbar

Company Name: Silver Spoon Mia

Location: Miami, FL