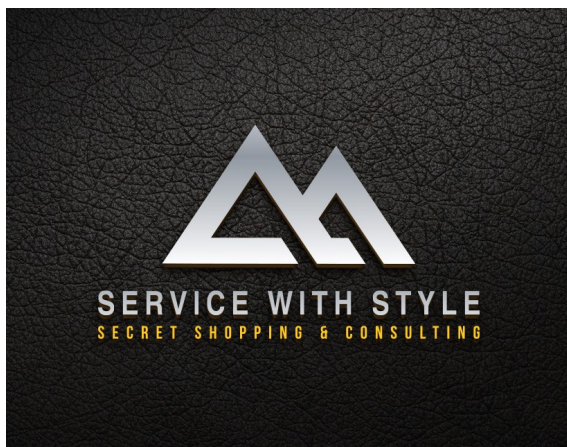




TOTAL TEAM MAKEOVER
RESTAURANT WORKSHOP

The must have strategies for managing staff and developing a successful restaurant team.



What Would You Like to Get Out of Today?

1) _____

2) _____

3) _____

4) _____

5) _____



Today's Agenda

Let's review every aspect of building a great team!

- Recruiting
- Employee Morale
- Leadership
- Manager Responsibilities
- Communication Systems
- Employee Onboarding
- Training Program
- Productivity Systems
- Employee Systems
- Employee Roles & Focus
- Team Sales & Marketing
- Teamwork

WHAT ARE YOUR OPPORTUNITIES?



Leadership

Knowledge

Confidence

Respectful

Passion

Dedication

Energy

Inspiring

Vision

What is Your Strongest Leadership Trait:

Specific Leadership Skills to Work On:

Leadership Book to Read:

Number in order from 1 to 4 — 1 is the strongest area.



You

Your Management Team

_____ Marketing _____

_____ Operations _____

_____ Financials _____

_____ Staff Leadership _____

**Leadership is not
a position,
it's an action!**

Communications

Which 2 systems do you need?

- Communication Log
- POS Notes
- Communication Board
- Payroll Memos

Stand Up Meetings: Yes No

Stand Up Meeting date & time: _____

Stand Up Meeting topics: _____

Manager Meetings

Day & Time: _____

Meeting Leader: _____

Plan Your Next Manager Meeting

	Operations	Financials	Marketing	Staff
Topics				
Amount of Time				

Notes:

Employee Areas to Focus On!



Do you need to work on?

Employee Handbook: Yes No

Team Training Materials: Yes No

_____ Recruiting/Interview Process

_____ Orientation

_____ Employee Files

_____ Employee Manual

_____ Training Book

_____ Checklists

_____ Responsibilities List

_____ Action List

_____ Communication Board

_____ Discipline System

_____ Evaluations

Please rate as follows:

1—High Priority

2—Put it on the list “get to it soon”

3—Not a priority

4—Everything is good



What are your current employee needs by position?

Notes: _____

Productive Team Habits

Productive Systems

Do you currently have checklists: Yes No

Do your checklists get consistently used correctly? Yes No

Does your checklist system need attention? Yes No

Area	Checklist
<u>Kitchen</u>	Yes No
Dish Area	Yes No
Line	Yes No
Prep	Yes No
<u>Front</u>	Yes No
Host/Hostess	Yes No
Server	Yes No
Bartender	Yes No
<u>Manager</u>	Yes No



Steps of Discipline

#1 _____

#2 _____

#3 _____

#4 _____

#5 _____

Notes: _____

Driving Profits Through Your Team

4 Point Selling Plan

- #1 _____
- #2 _____
- #3 _____
- #4 _____

Suggestive Selling Contests

- _____
- _____
- _____



15 Seconds Goes A Long Way!

First Impression
Make Them Smile
Connect With Guests
Customize The Service

Notes:

What's Next?

Circle 3 areas to focus on.

Just 3!

Financials

Marketing

Menu

POS

Health & Safety

Renovations

Catering

Training

Service

Quality

New Location



TOTAL TEAM MAKEOVER RESTAURANT WORKSHOP



Notes: _____

Action List

Start with some simple tasks.

Let's build some momentum, getting things done is empowering!

	Item	Details	Complete By:	Assigned To:	Completed
#1					
#2					
#3					
#4					
#5					

Start thinking long term project tasks!

	Item	Details	Complete By:	Assigned To:	Completed
#6					
#7					
#8					
#9					
#10					

Secret Shopping

Restaurant Coaching

Team Training

Service With Style
813-661-1149
sws@servicewithstyle.com
www.servicewithstyle.com



