

Active Management

Management must always demonstrate a high level of concern over the policies and procedures that has been set in place. Management should not only be heard but also be seen showing the staff how daily operations work. This should always be a constant "floor" presence.

Below is a list of some tips and suggestions that Keck's Food Service believes may be helpful for implementing good management policies in your establishment.

1. Walk through the restaurant and observe the way daily tasks are performed in the restaurant. Make sure employees are following procedures that have been put in place. Watch servers and see how well they are dealing with the customer and are completing their daily routines.
2. A well-trained manager should always lend a hand wherever needed. If food is slow coming from the kitchen jump behind the line and give the cook a hand. Show the work force that you are serious and are capable to help at any level.
3. Make sure details are getting the proper attention, bathrooms are kept clean, server stations are being restocked and wiped down, kitchen recipes are being followed and checklists are being used and completed.
4. Product knowledge - Managers need to ensure that all employees know exactly what each menu item is and how it is prepared. This should also be done with alcohol beverages. Customers react and will return more often if you have a highly knowledgeable and well trained staff.
5. Training - It is the responsibility of management to be constantly training employees on all procedures that have been implemented. This is an on going process that must be given serious attention on a daily basis. **IMPORTANT!**
6. Enforcement - Management must follow and enforce all procedures and policies that have been implemented by the restaurant owner on a daily basis. Adherence to all rules and regulations starts at the top. If employees feel that management is not enforcing the policies and procedures, then they will NOT feel the importance of following these company policies.
7. Managers should always arrive early for shifts. This is the time needed to check for all the restaurants needs and to make the checklists for these tasks and to hold a pre-shift meeting with the staff to inform them of any valuable information they may need for their shift.
8. A good manager should always be aware of the restaurants needs and conditions and how to be prepared and react when a situation arises.
9. A manager should also be aware of any school or community event that may have an impact on business and adjust staffing and product inventory accordingly. **IMPORTANT!**
10. A manager should also keep the restaurant staff updated and ask them to participate in local and community events that may help keep the restaurant name in good standing with the community.
11. The teaching and handling of disgruntled or irate customers should also be a strength and job of a well trained manager.
12. Management should always be involved or notified with regards to any accident that may occur. The manager should also be well trained in the handling and all proper procedures involving an accident or emergency.
13. Management should always know their most valuable customer's and make it a point to always stop by and say "hello" when they are dining. Remember, these good customers bring back future good customers. **IMPORTANT!**
14. The manager should always be involved in the hiring process of new employees. A manager should be the person involved with calling all the references and any follow-up interviews. This will give the manager a much better perspective of where or at what job in the restaurant a certain individual may be the most efficient and productive for the business.

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