

Employee Labor Management & Staffing

Your staff can be your most valuable commodity or your greatest problem. A productive, skilled worker can help turn your business into a thriving success but, unfortunately sometimes there are problems that will arise. These problems can range from anything between non-productivity to criminal behavior.

Contact your KFS representative with any questions you may have concerning labor or staffing.

SCHEDULING

Some other factors to be taken into consideration when making your schedules are the peak hours of your business, promotions and advertising specials, and holidays. There are some other "concerns" that may have to be considered when making your schedule. Class schedules, activities, or the "no-show".

Below are some tips that may be helpful when creating your schedule.

1. Try not to schedule all of your key or stronger staff on one shift. (unless it is a private function) try to schedule them on different shifts so they are working and "training" with the newer/younger staff who need more guidance and require more attention. This will also help keep the level of service you have set for your restaurant.
2. Create your schedule so you will not have your entire staff starting and finishing at the same time.
3. The use of "BD" (Business decrease) and "NBD" (Nightly business decrease) shifts will help.
4. Make sure you have the right staff working during the right time of day. (A stronger server may be better at breakfast than dinner) Keep them where they are the most comfortable whenever possible.
5. Be careful not to schedule two or more "class mates" on the same shift. They sometimes forget and lose track of their duties and responsibilities.
6. During slower times take turns letting servers and kitchen staff go home early. (Don't let them leave to early you may need them for an early evening "rush"). (BD and NBD shifts)
7. Make sure you always keep a close eye on your labor cost when you are creating your schedule. This is very important.
8. Keep watch of employees who may be getting "burned-out" from being over scheduled. A "key" employee who is getting burned out or over scheduled will have trouble staying efficient. This will hurt the standard of service your customer has come to expect.
9. The use of a call-in system works well for servers. What this means is that a scheduled server has until a certain time to "call-in" a fellow employee who was on call until a predetermined time.
10. When possible try to have a holiday schedule completed 2 weeks ahead this will give you plenty of time to make adjustments.

STAFFING

Employee costs can always be trimmed however; maximizing your staff's efficiency must be your first step in keeping cost down if you care about maintaining quality levels with your customers.

Below are a few tips and suggestions that may be helpful.

1. Cross train your employees; this is the best way to control high staffing levels.
2. Keep your staff informed; make them feel like a part of the team. This will help reduce high turn over.
3. Keep staff updated with all menu and restaurant decisions that have an effect on their daily tasks.
4. Have the right people in the right job. Remember that not all restaurant employees are comfortable out in the front of the house but, they do a great job in the back of the house. Keep the staff where they are the most efficient and they will do the best job for the restaurant.
5. Keep your staff happy. Remember a happy staff, makes happy customers!

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Staff is one of your greatest assets as a restaurant owner /manager. Employees have a tremendous influence on how profitable your establishment will become, of course how you hire and manage your employees is just as important. While all your employees are an important part of the team, servers are particularly important because they are the faces of the restaurant. Guests spend at least 90% of their time with the server. How the server caters to the guest determines if the customer will be a one-time visitor or a repeat customer. The time you put in the training of your wait staff has a real impact on the success of your restaurant business.

All too often restaurant owners/managers hire employees with certain skills without ever seeking to expand them. Rarely will an employee object to being taught a new skill. The return on your investment can be substantial when your crew has the flexibility to cover each others positions.

The following tips and suggestions may help make your staff more efficient.

1. Always have a manager/supervisor present training procedures to new employees.
2. Multi-tasking at all levels. This is the best training you can spend your time on. This will benefit both staff and establishment if employees can be trained to cover multiple jobs.
3. Train, Re-train and Test - Sometimes it is not enough to tell your staff once what you expect of them and then assume they understand perfectly. After they have been trained go back a few days later and make sure the job is being completed correctly.
4. Make sure all job descriptions are clearly spelled out and that each employee knows what is expected after the training has been completed.
5. The training period is the time for employees to ask questions, and to make sure they clearly understand of what is expected with techniques and job descriptions.
6. Training Evaluations - Keep a close eye on new employees with spot checks and timely evaluations. This will help prevent poor job habits.
7. Teach Knowledge - Remember, your wait staff is the sales force of the restaurant. They should be able to answer almost all questions a customer should have about your restaurants menu. Have small pre-shift meetings to go over the nights specials, this is the time to answer any questions the staff should have before meeting the guests. VERY IMPORTANT!
8. Buy & show teaching videos. Have a time for afterward for questions and answers. This is money well spent.
9. Have employees practice waiting on themselves. Have the hostess practice answering the phone with company greeting. This is a great time as a manager/supervisor to watch and observe as to where certain employees may be better fit in the operation. Script and role play is a great way to teach!
10. Staff trainers - Some people are just natural trainers. If you are lucky enough to have such people, let them train for you! Remember to reward them for an otherwise thankless job. The right trainers do not "skip" on certain jobs that they may think is not important. These people are worth their weight in gold.
11. Train with photos - Sometimes pictures are worth a thousand words. Utilize photos showing finished plates and how they should look when being delivered to the guests. Create an album so new servers can refer to while training.
12. Remember, training is an on-going necessary task. Training sessions are not over once you have trained a new employee well enough to do a job by themselves. Always offer, help, and lead your staff and managers with continual growth, development and example.

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FOOD IS THE REASON A GUEST CHOOSES YOU'RE RESTAURANT BUT SERVICE IS THE MAJOR REASON WHY YOU'RE GUESTS COME BACK!

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