

SCRAMBLE YOUR EGGS...NOT YOUR DAY!

As a System all our restaurants have been “enjoying” moderate to high sales increases over 2019, have we not? Here are some things I am hearing from managers throughout the System.

- We are SO busy! Sigh.....
- OMG we are SO short staffed!
- I COULDN'T finish the Line Check because we got busy.
- There's NO time to do an Ambiance checklist, I just look at things during the day.
- I CAN'T find people.
- No one shows up!
- No truck AGAIN?!?!?

There is no doubt that these things are true! But we need to be very careful as managers to not let the negative carry over into our daily interaction with the team because it will negatively affect the morale.

I have a question for you-is having higher sales one of your goals? YES! It is literally THE goal! I'm sure you all heard us say-“sales cure all”. It's definitely true, labor gets way easier to control the higher your sales are.

Have you heard the saying, “What you think about, you bring about?” Yes, we are all feeling overwhelmed at times in this weird Covid world we are living in. The message we send to the team NEEDS to be upbeat and positive if you are going to create a fun, CALM culture in the restaurant. If you are constantly running around frantically saying, “Here we go again, not enough people, this is getting ridiculous!” and stomping around being mad and grumpy what does that say to your team?

The speed of the leader is the speed of the pack!

If you say instead, “I am here to help you, you guys are great, lets do this!” And then BE there for them! Don't be in the office doing paperwork or schedules, those tasks should be done super early or after 2.

STOP SCRAMBLING and make a plan.

So now that you have these amazing sales, are you changing your daily activities to plan your day effectively? Or are you just scrambling or “winging it”? If you fail to plan you are planning to fail. If you make a daily plan and execute it calmly, pretty soon those high sales are just the normal day, you will be staffed, have ordered the right amount of food and it will just be what you do. The franticness will be gone.

Create a plan to get AHEAD of your day instead of letting the day get ahead of YOU.

Use the tools you have in your toolbox such as the Ambiance Checklist, the Line Check and the Prep List. These are systems already in place, there is no need to recreate the wheel.

Do you use them as a tool to plan your day? Or do you see them as a box to check off for me, John, your regional manager, the owner?

LINE CHECKS-

- The company standard is to have them completed by 8AM and 4PM daily.
- This is because it helps ensure all of the food is safe and all equipment is working properly BEFORE the majority of the Guests arrive and gives you time to take corrective action.
 - As you are going through the Line Check, make notes of any product pulled because it wasn't up to standard quality or outdated.
 - Note any equipment or other items that need some extra detail cleaning.
 - Note any refrigeration that is temping over 41F, write in the time of recheck right then, if it's an hour later (when you will be busier) you will just need a quick temp and initial.
 - Sometimes because of getting this done early there are things that are not ready yet, such as the dish machine temp, soups, bar dish machine. But don't wait until later to do your line check because if there is a refrigeration issue then you can address the problem before a Guest might get product that wasn't at temp or outdated. This doesn't mean you don't check these items, just circle back at the appropriate time and log those temps.
 - As you are doing the Line check you can be checking for anything that might need some extra cleaning and communicate that to the KM or cooks right then.

AMBIANCE CHECKS:

- This is one of the most skipped Systems, and yet the one that can make the most difference in the Guest experience.

We have updated the Ambiance Checklist to make it a little bit easier for use in planning your day. Think about Ambiance through the eyes of a Guest. If I am a Guest and get out of my car and there is dirty mask and cigarette butts up against the curb, does that effect how I feel about the restaurant? Sure it does! Am I already forming opinions of what else I will find? Its much the same as walking into a restroom and if its dirty in there a Guest may think that the rest of the restaurant or the kitchen is probably dirty too. Everything the Guest sees, feels,

and hears is part of the Ambiance of the restaurant and its our job to provide an exceptional experience so that when they leave they are thinking about when they can come back again.

It's important to take just a few minutes, grab a clipboard with the Ambiance Checklist on it and physically walk through the restaurant and check these things, walk outside and around the entire building once every shift so that things don't get missed. Make notes of what needs done, unless you have the time, try not to stop and fix everything yourself right then so that it ends up taking a long time to complete it, or more likely, you get called away and don't get back to it. Its better to use it as a tool by writing it down and referring back to it throughout the shift to assign tasks.

We have a printed copy of the updated Ambiance checklist in front of you.

Here is a quick rundown of the updates:

- Completed by 8AM and 4PM daily wording added.
Is there any reason to do an Ambiance check at 8pm? No! Use this as a tool to plan your day, not to check off a box.
- Changed the format to have each line ask a question. Some answers will be yes, some will be no.
- Instead of a line for "Notes" it calls for Corrective Action Taken. Remember this is your tool to plan the day. This might include a statement like, Clean windows at table 41 and 52. Maybe you want to write down a name who you will assign it to. This needs to be completed efficiently so you can get on the floor.
- If you write on there for a few days straight that the carpet needs cleaned, or a booth has a tear in it this will remind you to make that call.

PREP LIST

- By the time you are done with the Line Check and Ambiance Checklist the prep cook or KM should have the Prep List completed along with 911's. Check in with them and make sure there wasn't anything from the Line Check that should be added. Verify that you agree with the list and sign off on it. This is a good time to also let them know how long it should take them, or ask them how long it will take them, make a mental note to check in a bit prior and see if they are on schedule.

Having these 3 things complete by 8am will free you up to be on the floor running the restaurant and able to have a plan of attack for assigning tasks as staff members come on

duty. In order to do that you have to make it a priority, consider it non-negotiable in your mind and pass that on to the rest of the management team. You should also follow up by reading what the AM or Supervisor wrote on the line checks and ambiance checklist on your days off.

I also wanted to touch on staffing. Go over applications before you leave for the day, set up interviews (or assign that task to the AM or supervisor), and keep it up until you have enough people. I know there are many owners and ERI as well that have HUGE recruiting bills for Indeed, Craigslist, or whatever you are using and it doesn't make sense financially to not be on top of it every day.

Another way to feel in control of the day is to write down 3 daily priorities.

What 3 things MUST happen today? Write it down! Try to make this list before you get to work as its easy to get distracted with other things. Some managers keep a notebook in their pocket to jot things down, that's one way, maybe you make a list by your computer every morning.

Push forward every day, even small progress is a win!

If you didn't get something done, put it on the list for tomorrow.

Don't forget to Delegate!

You will not be successful doing everything yourself.

Be positive, have great self-talk, the internal voice that we all have in our head effects how our day goes. Being positive and happy with the crew carries onto the floor with the staff and therefore affects the Guest experience. Even when you are freaking out inside, don't let it show on your face and in your actions. If you need to vent on those things, go up the chain, call your regional manager, we have been in your shoes!

Don't wait for things to get better. Life will always be complicated. Learn how to be happy right now, otherwise, you will run out of time.

Scramble your eggs! Not your day! 😊

Next up is Jeremy Kibbee who will be speaking on Hospitality.