

Dining Room Analysis

The first step to ensuring things run well in the Dining Room is to place the right people in the right positions. Even then, managing a busy Dining Room can be tough. As the Manager, you should be aware of **Key Customer Pain Points** at all times and know what is happening in the Dining Room to be able to step in when things need to be addressed. Perhaps the most difficult aspect of managing the Dining Room is that you are supervising a large number of people who are working with an even larger number of Guests. The common thread here is that the work involves people, a lot of people who all have their own priorities. Review the following list of tips for Dining Room management.

Key Customer Pain Points. Knowing and understanding what these Pain Points are when managing the Dining Room is key. These Customer Pain Points are the things we do in our restaurants for which we receive the most complaints from our Guests. Ensuring that the Dining Room is clean, tables bussed properly, drinks refilled in a timely manner, no empty pans on the bars, and fresh products on the bars at all times help to create a positive Guest experience every time.

Manage the Dining Room at all times. During busy periods or special events, be on the floor. Unless something critical arises, take care of office work when the Dining Room is not as busy. When you are not on the floor, make sure that another Manager, Assistant Manager, or Crew Leader is delegated the responsibility to monitor the floor.

Table Visits. Speaking with our Guests is a great way to build rapport, assess Guest satisfaction, develop relationships, and promote repeat business. As you are working your way around the Dining Room, visit as many Guest tables as you can and engage Guests in conversation. Look for easy ways to have a conversation with a Guest. For example, you observe a Guest wearing a specific team icon, a Guest with a birthday gift sitting on the table, or a Guest talking about the weather. Give the Guests an opportunity to discuss their dining experience at your restaurant. In addition, use this time to follow-up on how Servers are managing drink refills, Guest service, and cleanliness.

Drop-n-Go. Use the Drop-n-Go system to keep Servers on the floor as much as possible during busy periods. In addition to scheduled Drop-n-Go periods, be prepared to call a spur of the moment Drop-n-Go anytime the Dining Room gets too busy to keep it running smoothly. You might consider this like a bar check, something that you have the responsibility to request as needed. Work with the Kitchen Manager and Training Manager to make sure Co-workers are prepared for a Drop-n-Go at any time.

Pre-bussing. Make pre-bussing a requirement, not an option, for all Front-of-the-House Co-workers and follow-up to make sure that this is an on-going practice. Refer to the Server Steps of Service for the procedures to follow. Expect the Servers to focus on the look of the entire Dining Room, not just their own section.

Train and Cross-Train. Servers, who know their job well and can handle a variety of situations and will lighten the demands on you. In addition, during busy times, having other Co-workers cross-trained to step in and help on the floor can increase the quality of Guest service you are

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able to offer. For example, once the Line slows down during a meal period, consider having one of the Line staff move over and help with drink refills, Dining Room cleanliness, and Guest service. This is especially helpful at times when the demands on the Line are less while the demands on the Dining Room staff are at their peak.

Restroom Checks. Keeping the restrooms clean, stocked with supplies, and operational is an important responsibility of a Manager. Clean restrooms are very important to our Guests. All Co-workers are responsible for Keeping the restrooms clean. Ensure that you are checking on the restrooms with every Figure 8 through the Dining Room.