

Chapter 1 : Labour productivity in hospital foodservice.

The goal of this continuing education program is to provide dietitians and managers with information on efficient practices and procedures to assist them with improving productivity in all areas of food preparation and service.

Download a pdf of the article here. I made eleven hundred dollars worth of food yesterday. And that raised the level of awareness and accountability among critical producers in the department. Does your department struggle to keep your cases full while enduring labor rates in excess of your budget? You might be thinking you already have a calculation that focuses on productivity: SPLH, or sales per labor hour. But SPLH has two distinct limitations in this regard. As a general rule we want our foodservice departments to spend one-third of their sales on labor. A new metric for productivity Indeed, a new metric for production-focused productivity improvements is in order: Arithmetically speaking, your Production Value per Production Hour is equal to your weekly sales divided by the sum total of hours staff are engaged in production-focused activities. When you shake out the share of time each person is expected to spend on production-focused work, it might very well be less than half of your total labor hours. But our department is actually running If our cases were consistently bursting with product, then our conversation could simply be focused on service staff doing a better job of stocking, merchandising, sampling, and otherwise better tuning in to the tastes of each customer so as to generate more sales. If, however, our cases are anything short of full all the time, the conversation we really need to have is with the producersâ€™and they need this more specific and relevant metric by which to set a goal for their improved production value. The production schedule mentioned earlier is also available here. Enter the required data in the white cells and let Excel calculate the values in the green-shaded cells. Develop strategies for achieving your goals. The better educated your staff are about the specifics of the challenge, the better they will be able to put their heads around the problem and into some solutions. Who better to devise meaningful strategies and changes to improve productivity and grow your sales? Armed with the specific productivity data necessary to beat your sales and labor goals, use of the PVPH can be a turning point in becoming a proud and successful foodservice operation.

Chapter 2 : How to improve restaurant employee productivity: Part 3 | Fast Casual

Productivity Controlling food costs is an important component of ensuring the profitability of your food service operation. However, food costs are only part of the picture.

In the second part, we reviewed how to control cost using effective labor allocation. Employee productivity variables Organizations usually rank high- and low-performing employees to identify the most-productive individuals vs. Managers often frustrate themselves because a high- and low-performing report requires accurate labor hour and geographic data. Also, a consistent customer experience from one location to another, or employee shift length are needed to measure productivity. He understood that caring for their working environments would improve their satisfaction and improve their productivity. He once told me about how he began a cookie up-sell campaign. He told his employees across all of his locations to think of up-selling cookies as a game. At the end of each period, he would calculate the top performers at each location and reward them. He noticed that even the employees who did not place top in their locations, enjoyed the friendly competition. He also noticed that this project identified weaker employees, who needed assistance in one way or another. But how was he able to quickly and accurately measure all of this? He had a custom-reporting system in place. In conjunction with the menu Item filter on the dashboard, can be used to track the dollar sales recorded by each employee. Simply select the items you want to track and the sales of those items will appear for each employee. Produce and share these reports on a daily basis to keep employees informed and foster additional competitive spirit. Productivity metrics A challenge for all restaurant companies is identifying their most productive employees. These people set the bar on what is possible to achieve, and you want to identify them so you can get other employees to mimic their productivity. There are lots of metrics you can use to identify top performers: Continually measuring and monitoring employee performance allows opportunity for recognition and further development. Cross-training Employees should be cross-trained to help in various restaurant tasks. Cross training your staff is beneficial to both the employee and the business, since the worker will have a wider range of skills and be able to help in multiple areas of the restaurant. This allows the manager to schedule fewer workers while still being able to achieve the same production and service standards. Suggestions for cross training include: Train your prep cook to handle the grill. Train your host staff to work as back-up servers. Train bussers to help run food to customers Track wage trends Average wage trends for each restaurant are provided on this report and graph. This allows you to easily compare wages across the restaurants to identify significant differences. The wage trend report above provides both regular wage per hour, and average total wage per hour. The differences between these two numbers are overtime dollars. Use proper reporting tools To control labor costs, you need to look at several different metrics individually and collectively to get the most accurate picture and to make effective changes. No single measure can be used to evaluate productivity and while labor as a percent of sales remains an important metric management needs a better view of its labor than any single metric can possibly provide. The additional information is generally available and can be collected in most cases on a daily basis and the processes to generate the reports necessary, can be automated with a proper reporting solution. If I could hammer one lesson into you after reading this three-part series of controlling labor cost, it would be to "Securely collect your restaurants data and use a reporting solution to gain actionable insight. Chuck Bartlett of Mirus co-authored this post.

Chapter 3 : How to Increase Productivity at a Fast Food Restaurant | calendrierdelascience.com

Armed with the specific productivity data necessary to beat your sales and labor goals, use of the PVPH can be a turning point in becoming a proud and successful foodservice operation. "We're making lots more food, and we have a lot less waste, because we have a production record to look back on," Gonzales says.

In the fast food environment, employees must maintain a high rate of production under high stress conditions. Because productivity suffers for numerous reasons, there is no one right way to increase productivity at a fast food restaurant. Try a combination of methods until you find the sweet spot for your particular crew. Ask each individual crew member for thoughts and ideas in regards to increasing efficiency and productivity. Listen and take ideas into account; incorporate the ideas that strike you, but hear each one out regardless. Show that you appreciate an inside perspective. Foster a sense of teamwork among the staff. Set a good example to gain the respect of your team; a staff that respects the management is more likely to turn in a productive performance. Get to know each staff member so you can communicate with them on a personal level, appealing to their interests, likes and dislikes. This can also help ensure a consistent pace of labor rather than a restaurant full of workers without tasks. Encourage this productivity boost with whatever reward you can manage, whether it be a raise or a heartfelt compliment. Always show your appreciation – whether privately or publicly – for a job well done. If a job needs doing, package it as a special task for a trusted employee. Make a list of all the niggling tasks -- such as cleaning the bottom of the ice bin or hosing off the floor mats -- that need to be done around the restaurant and dole out pet projects evenly. Always propose solutions – never leave a problem hanging – and pitch ideas for improvement. Leave each meeting with a set of new goals. Sit down regularly with shift managers to address any problems that have arisen during their shifts. A fast food restaurant is a business, but taking fun completely out of the equation hurts morale, which in turn hurts productivity. Joke with your staff when appropriate. Ask what you can do to add levity to the work environment. Something as simple as playing a bit of music behind the counter can go a long way.

Chapter 4 : Foodservice Productivity | calendrierdelascience.com

Productivity measurement, monitoring, and improvement are ongoing management responsibilities. Financial and personnel resources are limited, and foodservice managers are faced with the.

The two main sources of expense in a restaurant are food and labor costs. Use customer invoices, or receipts, that indicate the name of the server and how many customers were served in each party. One of the most accurate measurements of your wait staff is the number of customers they waited on per hour, according to the Restaurant Resource Group. Perform a daily analysis of your total number of labor hours used for every customer served. To reach the figure, take the total cost of payroll during a day and divide it by the number of customers served in that time period. Break down the numbers to show the costs of serving each customer by job description. The practice can help you identify problems quickly so you can adjust schedules to reflect a greater return on your investment. Instruct the kitchen staff to count, weigh or measure leftover food each day to discern which dishes are the most popular. If, for example, you routinely throw away lettuce at the end of each day, you can adjust salad prices, make the salads bigger to add value to customer purchases or order less of the product. Take a count of the cost of food per customer at least once a week to keep tabs on menu profitability and ordering accuracy. Divide your total food bill for the week by the number of customers served. The number should remain consistent week after week, according to Profitable Hospitality. When it varies, you can investigate and make appropriate menu adjustments. Check tickets to discover how sales of add-on items are doing. Drinks, desserts and sides are profitable items for you and you need to regularly check the sales and who is routinely making those sales. To increase sales, you could add more training or offer incentives to wait staff with the highest add-on sales. Things Needed Informative receipts Tip Keep track of the number of sick days employees take. When absenteeism rises, it could indicate a drop in morale or poor management decisions. Talk to employees calling in sick to find out what is going on so you can reduce turnover, a huge expense that affects your productivity. References 2 Profitable Hospitality. Key Performance Indicators About the Author Linda Ray is an award-winning journalist with more than 20 years reporting experience.

Chapter 5 : Article Review: Ergonomic Design Increases Productivity 35% in Food Service - Humantech

How to improve restaurant employee productivity: Part 3 March 22, In our first of three-part series on controlling labor costs, we discussed restaurant labor as a percentage and why it's foolish to solely use that method to manage labor cost.

Chapter 6 : How to Calculate Restaurant Productivity - Chefs Resources

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Chapter 7 : Betterops, Operations Engineering

"How to Calculate Measures of Productivity in a Restaurant." Calculate Productivity of an Employee. Food Service Industry: Labor Cost Standards. The Labor Productivity Ratio.

Chapter 8 : USDA ERS - Food Service Industry

With labor swallowing half or more of a healthcare foodservice budget, it's time to look at improving productivity with the manpower that you have. Labor often exceeds 50 percent of a typical healthcare foodservice department's budget.

Chapter 9 : Productivity on a plate: can food play a part in raising workplace performance? - WORKTECH

Measuring productivity in service industries The growth of the service economy presents special challenges for productivity analysts; output is often difficult to quantify, and measurement.