



Business Segment Cafes & Restaurants

BASIC INFORMATION

- Physical Premises
- Street Presence
- Dining area and/or servery
- Staff – Back of house & front of house

Cafes and restaurants are a great business. However, as with all businesses there are some areas which require attention to ensure that the business is profitable.

Guide 2 of 4	Staffing
Challenges	Opportunities
Reducing Staff Turnover	<ul style="list-style-type: none"> • Written position descriptions • Regular staff training • Manage staff conflict as soon as it arises, and resolve any process issues causing concern • Regular team meetings • Encourage staff to provide ideas for improvement • Give staff some authority to make decisions without consultation
Reducing Staff Costs	<ul style="list-style-type: none"> • Roster reflects customer flow • Right people are given the right roles • Ensure efficient handover procedure (where required) to reduce handover time • Use mix of permanent and casual staff to meet demand

ACTION RECOMMENDED

Contact us for a complimentary business review looking at each of the four pillars of business – Planning, Productivity, Promotion & Performance – and how they relate to you.

Getting these four pillars right will create the foundations for any business, providing support in moving forward.

Launch Commercial Solutions regularly run workshops, courses and networking events to support business owners. Please go to our website or contact us to find out more about how we can support you and your business.



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