Benigno’s MOD (meeting of the day) Topics

A plan is only as good as it’s execution.

# KEEP -

As leaders, managers, or supervisors, our job is to provide our employees with these 4 tools:

K- Knowledge - To provide the knowledge on how to do the job, the expectations, the standards. The knowledge on how to use the equipment, how to use ingredients, handle your paperwork and how to be safe. To know what the right thing to do is per company standards.

E- Employees - To provide a staff that is knowledgeable, trustworthy, and empowered to do the right thing.

E - Equipment - To provide working, efficient, necessary equipment to do the job. P - Product - To provide the products necessary to run a business.

Once the tools are provided to the you, you should be able to succeed at your job. If one of these things are absent, it can become difficult or impossible to do your job, and your managers should immediately rectify the situation. If you have all these tools and you are not fulfilling your duties, there may be a personal issue that needs to be dealt with and the question of the right person in the right place may need to be addressed.

We want to KEEP you happy, we want to KEEP the business, and you need the KEEP tools to succeed.

# Every Ounce Counts -

Math - Food Cost - Waste - Total Utilization For example:

Smoked turkey breast is currently at 4.27 a pound, that’s .27 an ounce. If the deli makes 50 sandwiches a day and places an extra ounce per sandwich that equals 13.5 a day. If that happens 5 days a week, that is 67.5 dollars a week. If that happens every week, (50 weeks because of holidays) that is 3,375 dollars a year. In just turkey at the deli.

What could you do with 3,375 dollars a year? What happens when the grill uses too much on their burgers? The entree station over portions? The mayo isn’t scraped out of the tub, that may be a whole additional portion cup of dressing.

All these things add up and can devastate food cost.

Follow recipes, follow standards. Utilize leftovers efficiently and effectively. Pay attention to what you are doing and treat it as if it were your money being wasted, because eventually it is.

Every ounce counts.

# Everything Communicates -

Communication is key to successful relationships at home and at work.

There are many forms of communication, obviously verbal but also non-verbal, which is just as important.

Verbal communication includes what you say, how you say it, tone and volume of voice. These can be perceived as threatening, disrespectful or insubordinate.

Perception is reality. Understanding where the other person is coming from can help alleviate stressful situations. Empathy for your co-workers can create camaraderie within the team.

Hot food, sharp knife, wet floor, are important safety communications. Asking not telling can be an effective form of getting things accomplished.

Non-verbal covers a wide range of situations. How you stand, rolling of the eyes, waving of the hands, pointing. But even farther into non-verbal communication includes your appearance and the appearance of your station and the cafe. Are you dirty, do you have your name tag on, hat on, non slip shoes on? Is your station a mess, cluttered and dirty? This gives the perception that you don’t care about yourself or your job. That the food may not be that great. Guests see food through dirty windows, the food appears dirty. Take a moment and look through the guests eyes, step away from behind the counter and walk out front. What do you see? What story is your area telling?

Everything communicates.

Write it down. If it’s not written down, it doesn’t exist.

Communicate efficiently. It’s ok to have fun as long as the work is getting done.

Good communication is key to successful relationships!

# Do The Right Thing Because It’s the Right Thing To Do, Not Because Someone Told You To. Character can be defined as the action you take when no one is looking.

We are all adults; we know the difference between right and wrong. We are being paid to do a job. To do the right thing because it’s the right thing to do allows management to trust their employees and empower them to make good decisions to benefit the business and themselves.

How are you behaving when no one is looking? Are you picking trash up off the floor, clearing tables, straightening chairs? Are you doing things not to be noticed, but because it needs to be done? Often someone may be watching and can follow suit. You heard that onion hit the

floor in the walk in... did you pick it up? Or did you let roll under the shelf and leave it? Do the right thing because it’s the right thing to do.

Once, while walking through a parking lot I saw a gentleman who was struggling to put a very large box in the trunk of his car, I decided to help him because he obviously needed help. He thanked me and then asked if I was the chef at the business he works, I said yes, I am, polite conversation ensued, and he thanked me again as we parted ways.

You may never know whom you are helping, but they may know you. Set the example. Do the right thing because it’s the right thing to do.

# Customer Service - (role play)

There is a customer service one where I have someone stand in the middle of everyone at MOD and tell them not to talk. I have everyone stare at the person in the middle until that person thinks 2 minutes is up. Generally, they end it sooner than the 2 minutes.

This shows what it is like to wait in line without being acknowledged. When we acknowledge the guest in line, we restart the clock and eliminate that “nobody cares” feeling they start to get.

There was a study at a bank where someone timed the people waiting in line and then asked how long they felt they were in line for, the numbers ranged from 2 minutes to 5 minutes, when in fact it was from 45 seconds to 1.5 minutes.

Acknowledge our guests with anything from I’ll be with you in a moment to at least a hello.

Eye contact and a smile is very helpful in making people feel welcomed.

# Do Good -

Often, our jobs allow us an opportunity to do good, not just good work, but to do good for our family and our community. Assess your schedule and try to give back whether it’s to your own family, your community, or just yourself. Find time to do something meaningful with your time instead of just preparing for your next shift. Make your time off worthwhile.

Take pride in your work and appreciate what your company has to offer. Take advantage of your schedule and enjoy your family or volunteer in your community. Create a larger sense of pride in yourself by doing something purposeful, even if it is just for yourself.

When we do more good outside of work, we can appreciate our work a little bit more. So do your job, take a nap, then Do Good! (Naps not guaranteed)