

IFS INSIGHTS

REFLECTIONS ON CATERING & CORPORATE FOOD SERVICE



BEHIND THE SCENES AT IFS

💡 **INSIGHT:** Food service programs with defined roles, clear SOPs, and realistic service expectations experience stronger retention and more consistent performance over time.

If staffing feels harder than it should,

it might be time to look at the system – not the people.

📧 info@foodsystem.ca
☎ 204.989.8333



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INDUSTRY INSIGHT OF THE MONTH:

STAFFING ISN'T THE PROBLEM – SYSTEMS ARE

Burnout in food service often stems from unclear roles, inconsistent scheduling, and reactive decision-making, not lack of commitment. Many organizations expect flexibility from staff without building flexibility into their systems. Sustainable operations recognize that staffing is a design challenge, not a discipline issue.

PRACTICAL TAKEAWAYS

RIGHT-SIZE THE PROGRAM: Design menus and service models that fit the staff you have, not the staff you wish you had.

BUILD PREDICTABILITY: Consistent schedules and expectations reduce burnout more than perks ever will.

SUPPORT THE MIDDLE: Site managers and supervisors need tools, coverage, and authority – not just responsibility.

CLOSING THOUGHTS

People don't burn out because they don't care. They burn out because the system asks too much without giving enough back. When we design food service with humans in mind, performance follows.

A LETTER FROM MUSETTE

March is when the cracks usually show. The initial energy of the year has worn off, staffing gaps feel heavier, and leaders are trying to balance service expectations with human capacity. After decades in food service – and years sitting at board tables discussing labour challenges – I've learned that staffing issues are rarely about effort. They're about structure, expectations, and support. This month, I want to talk candidly about staffing, burnout, and what sustainable food service staffing actually looks like.

