

NJCMAA

Food and Beverage Flight Plan

Presented by Annette Whittley
Consultant and Search Executive



NJCMAA



Presenting this Education



Annette Whittley
Search Executive & Consultant

KOPPLIN KUEBLER & WALLACE
THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING

Objectives



The Food and Beverage Flight Plan covers four critical points for the success of restaurant operations;

1. The Pre-Shift briefing
2. The Door
3. The Floor
4. Post-shift

Pre-Shift Demonstration



Pre-Shift Briefings

Structure:

- Who?
- Where?
- How?
- Timing?



Pre-Shift Briefings

Content:

- Food
- Beverage
- Service
- Handouts
- Feedback



Pre-Shift Briefings

Rewards & Recognition:

- Competitions
- Quizzes
- Tests
- Prizes
- Pride
- Fun!



Pre-Shift Briefings

Accountability:

- Constant. Gentle. Pressure
- Individual
- Cumulative
- Progressive
- Post Results
- For every winner...
there must be a loser



The Door



The Door – Critical to your success!



The Door

Have a Plan:

- Restaurant Capacity
- Table Sizes
- Menu Size
- Kitchen Capacity
- Labor Standards
- Section Assignments



The Door

Reservations:

- Take Them!
- They are the F&B Tee time!
- Reservation System
- Access/Control
- Policies
- Large Parties
- Data



The Door

The Host Team:

- Have one!
- Schedule
- Selection Process
- Training



The Door

Arrival Experience

- Demonstrate Hospitality
- Be Intentional
- Set the Tone
- Slow Down
- Build Relationships
- Communicate Clearly



The Floor



The Floor

The Figure 8 Flight Pattern:

- Door
- Floor
- Kitchen
- I.O.C
- Your Best Service Tool



The Floor

Feedback:

- Clarity
- Credibility
- Timing
- Delivery



The Floor

Crunch Time

- Ask for Help
- Crunch Cards
- Your Role



Post Shift





Post Shift

Closing:

- A Fond Farewell
- Timing
- Side-work
- Reflection
- Good Night





Post Shift

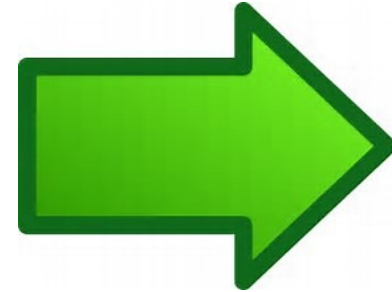
Logbook & Handover:

- Business Levels
- Staffing Levels
- Supply Levels
- The Team
- The Members



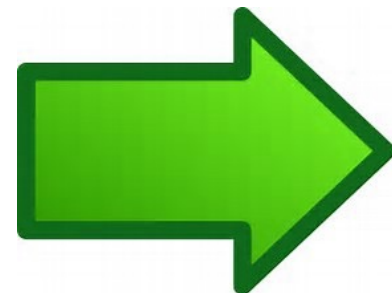
Logbook & Handover

It was a busy dinner shift in the Pub.



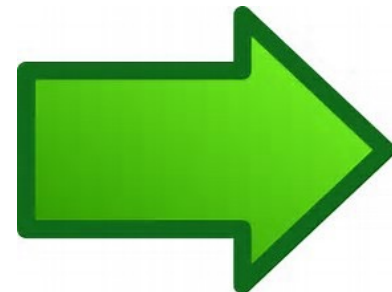
The dinner rush was in full swing by 7:30pm with most members opting to enjoy the weather outside. Just after 8pm we started a wait list which got as much as three deep before it was cleared at 8:45pm

There was a callout from the kitchen causing us to be short staffed.



Annabelle was a call out from pantry tonight causing Fernando to work that station while Lorenzo the food runner stepped in to expedite. This caused ticket times to run long, some over 40 minutes, as there were delays getting food plated and run to tables.

We went 86 on our daily special tonight



The Prime Rib was a huge seller tonight as we sold through our entire rack plus what we were able to borrow from Chophouse at 8:30pm We had to 86 it at 9pm. Previous weeks numbers suggest Thursday nights may call for an additional rack to be prepped moving forward.





Post Shift

Glitches:

- Reporting System
- Follow Up
- Follow Through
- Collect Data
- Drive Change





Congressional M.E.S. Form

Outlet	Date	Time	Reported By
FoundersPub	11.10.17	8:00 PM	TM

Member Name	Member #	Non Member?
Prefix First Last		
Mr Upset Member	12345	Member

Type of M.E.S

FoodQuality

Description of M.E.S

Mr. Upset Member ordered his burger with provolone cheese, it came with cheddar. Server caught mistake after food had been dropped at table. She asked Mr. if he would like a remake, he did not and said he had not even noticed that it was the wrong cheese. He was very happy with the quality of his burger. Upon review, order was rung in with correct cheese modifier.

Recovery Description	Recovery Cost
	\$10.00

F&B Dir to call guest in the morning just to follow up and re-training of team

Additional Follow up Required? By Whom & When?

No

Root Cause Analysis

Kitchen must pay closer attention to tickets. This was missed by expo and food runner, we had a conversation with the team.

Any Other Notes





Post Shift

Glitches:

- Reporting System
- Follow Up
- Follow Through
- Collect Data
- Drive Change



Pre-Shift Demo



Thank
you!!!

Contact Information:

Annette Whittley

561-827-1945

annette@kkandw.com

www.kkandw.com

@kkw_update

@awhittley



KOPPLIN KUEBLER & WALLACE

THE MOST TRUSTED NAME IN EXECUTIVE SEARCH AND CONSULTING