

AUDIENCE

Managers

LENGTH

30-35 minutes

FEATURES

Interactive exploration
Prioritization exercises

ACCESSIBILITY

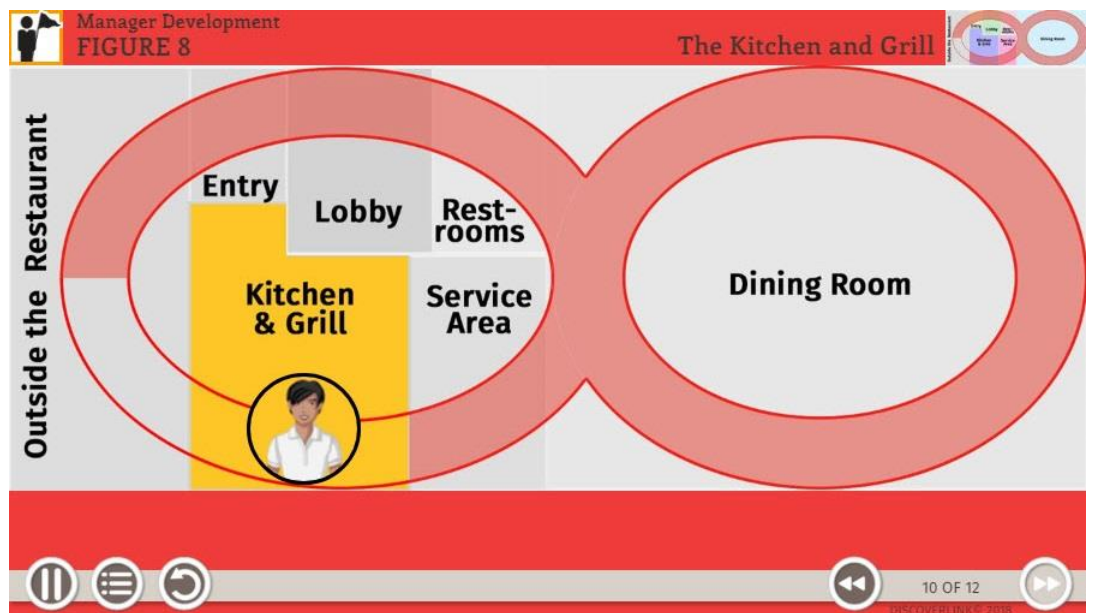
English narration
Onscreen text option
Mobile-ready

PROGRAMS

Manager Development

FIGURE 8

Each shift has new surprises but following a Figure 8 will help your managers handle the unexpected effectively, without losing focus on their regular duties. By dividing their restaurant into sections and then making regular passes through each section, managers can increase efficiency and productivity. Managers will learn the importance of dealing with issues immediately, how to recognize when a manager's leadership skills are needed most, and how to prioritize and resolve common issues.



HIGHLIGHTS

- Discover the importance of dividing the restaurant into sections, and then making a regular pass through each section
- Identify issues and coaching opportunities at each stop of the Figure 8
- Practice prioritizing the order in which issues should be addressed, with immediate remediation for incorrect choices
- Explore ways to resolve issues identified at each stop of the Figure 8, including management notes that provide additional advice