



**KITCHENTELLIGENCE**  
FROM SHAMROCK FOODS®

# STAFFING UP: A RETURN TO IN-HOUSE DINING

As many state's stay-at-home orders are getting ready to expire or lift, now is the time to begin reaching out to your staff that you would like to return to your restaurant. Following these five steps will help you ramp up staffing for the return to in-house dining.

## **Make the Connection**

- Check-in with displaced staff
  - Are you tracking who's coming back and who has moved on?
  - Identify a mix of staff considering increased takeout and delivery numbers and a dining room with maximized space or reduced tables and seats.
- Map out timeline for needed staff preparation prior to Grand Re-Opening
  - Plan shifts based on revised operating hours and business mix (to-go, delivery, in-house).
- Determine how much recruitment will need to occur beyond bringing back former staff
  - Where are the gaps in staffing – or who are you missing? Cooks? Servers? Hosts that will double as ambassadors and sanitation techs?
  - Consider shifting a person to cleanliness/sanitation of customer and employee surfaces.
  - Plan on targeting double the number you need in recruitment – as only about half make it to completion of training.

## **Identify Staff Mix**

- Create a mock operations plan (deployment chart or section map) with stations and duties
  - Define each employee's primary duty and section of responsibility.
  - Do you have enough staff to accommodate the continued demand for takeout and delivery?

### Identify Staff Mix *continued*

- Identify if a simplified menu has effect on staff
  - Does your simplified menu require a new prep list and/or kitchen staffing?
  - Does your BOH schedule need to change with less traditional prep, more family-meal production and more to-go in the product mix?

### Plan Shifts

- Base shifts on revised operating hours and business mix (to-go, delivery, in-house)
  - Do you have staff to manage third-party delivery apps?
  - Do you have staff to handle increased phone orders and curbside pick-up?
- Reconsider the operations plan
  - Identify a takeout captain to manage staffing and to generate training materials.
- Define your new service style
  - Have you moved away from full-service to limited or quick service to optimize labor costs?
- Create a mock shift schedule
  - Have you calculated the number of people you need?
  - Determine labor cost, breakeven and forecasting using our Break Even calculator found on our website.

### Streamline Onboarding

- Streamline your onboarding and payroll processing platforms
  - I-9, 8850 and other paperwork should be online and efficient to complete.
  - Save money and time by automating these processes.
- Set up a cloud-based solution
  - This allows for payroll to be done remotely.
  - Employees can now finish their orientation at home and be ready to start work on day one.

### Refresh Training

- Emphasize sanitation and epidemic prevention
  - Determine what new dress code policies need to be put in place.
- Put yourself in your customer's shoes
  - Follow your customer's journey from car, through the door to the table, etc.
  - Identify areas that need to be sanitized regularly.
  - Consider if any items can be switched out to single-use items (i.e., condiments).

Functions and optics of staffing up are more important than ever, but by leveraging your team you can create, train and enforce new policies.

