

The "How To" Guide

Employee Engagement and Motivation

Employees play a significant role in the Food Services and Drinking Places subsector. They work directly with your customer and are the key to providing a positive and memorable customer experience. It is important to involve employees in their workplace, so they take ownership of the products and services they provide your customers. Some of the strategies discussed in this guide include; communication, employee engagement and career progression.

Communicating with your Employees:

Celebrate Successes

Develop and implement a recognition strategy that works for your business.

Make the time to celebrate small successes and victories along the way. Working frontline every day is demanding and can become a drag when doing the same thing day in, day out – not to mention the fact that guests don't always appreciate the amount of hard work required to deliver a great guest experience. In meetings or newsletters, take the time to say thank you, and recognize specific events and people. Focus on the positive to foster a work environment that delivers results.

How am I Doing?

Conduct employee surveys and other suggestion programs to solicit feedback from staff.

Don't be afraid to ask staff how you are doing. Engaged people want to know what's going on, understand how they fit into the big picture and have opportunities to be involved. This is especially true of younger generations. When staff have something to share with you, give them the time they deserve and listen to them in an open and honest fashion. This can be done in person during team meetings or with an anonymous employee opinion survey which can be administered using online surveys.

How do you put a tool in place to improve employee engagement?

There are few industries that rely as heavily on their employees as the food services do. A large part of the end product in this sector is the services provided. It therefore makes good business sense for us to embrace the importance of employee engagement and make it a part of the strategic approach we take within our organization.

1. Read and research the topic of employee engagement and share it within the leadership of your organization. Look for those that show intrinsic interest in this concept and involve them in the process.
2. Ensure you have a tool in place to regularly measure employee engagement (monthly or quarterly is best). Remember that employee satisfaction and employee engagement are two different concepts and an employee can be satisfied but not engaged.
3. Incorporate the results of your employee engagement measurement with the financial results of the organization. Consider it a measurement of productivity, cost control, revenue management – or all three!
4. Ask managers for regular strategies on how they will improve the employee engagement levels in their operations. An effective way of doing this is to make it a part of the organization's regular financial budgeting process.
5. Recognize leaders who are obtaining positive engagement results and share best practices.



Want to get promoted?

Traits of an effective restaurant manager:

A manager needs to be able to work with everyone, and to guide the team to their goals. The ability to lead is a necessary factor in management - take the time now to grow and develop your leadership style. The following are some tips, to help your staff develop their skills and knowledge – so you can promote from within.



An effective manager....

Is not defensive. If you are being criticized for something that you did not do well, just listen, learn and don't do it again.

Does more than is expected. Whenever possible, do it better than expected. If it is due Wednesday, turn it in on Tuesday.

Learns what others are doing.

Anticipates problems. Many good managers are good at putting out fires. However, what makes a valued and promotable manager is one who can anticipate the fire and prevent it from happening in the first place.

First attempts to handle problems her/himself. Don't go running to your boss with every little problem just to make sure you get it right. If it is within your realm of responsibility and authority, handle it.

Takes being at work seriously. It is great if you have a funny or gregarious personality, but make sure your humour is at the appropriate times.

Is always punctual. Your boss wants to be able to depend on his/her managers with no worry at all about whether you will be there on time. This should be a given. NO excuses.

Does not let him/herself become a squeaky wheel. Don't get a reputation of complaining. Choose your battles and try to solve, rather than just complain.

Gets along with others.

Reads industry publications and websites. How else can you tell what is happening in the industry? Want to impress? Read about the trends and problems, and who the movers and shakers are in the industry.

Does not make assumptions. Don't guess. Your boss would much rather you know before you say or do something.

Dress professionally. Don't neglect this, regardless of how casual the dress code.

Source: The War for Talent (Part 2): www.restaurantcentral.ca/TheWarforTalentPart2.aspx

Source: Employee Engagement: www.restaurantcentral.ca/EmployeeEngagement.aspx

Source: Traits of an Effective Restaurant Manager: http://www.restaurantvoice.com/Experienced-Managers/effective_restaurant_manager.html

Although all reasonable care has been taken in the preparation of the information contained in this document, it has been provided in good faith for general information only. No warranty, express or implied, is given as to the completeness, correctness, accuracy, reliability or currency of that information. The document is not intended to be exhaustive or to replace the need for people to make their own enquiries or to seek independent advice. The information contained in the document is provided on the basis that the Workforce Planning Board of Grand Erie accept no liability for any loss or damage caused or arising from the use of the information.