

Comprehensive Package Site Overview

Having a Site Overview evaluation is probably one of the most eye opening reviews you can do for your business. What can sometimes happen to busy restaurant owner/operators is what is called “tunnel vision”. You only see what you have time to see and start addressing issues only as they present themselves. One true way to get ahead in the restaurant industry is to stay two steps ahead of your customers, your staff and your changing market and by the end of this process you’ll be prepared to do just that!

Before arriving at your property we visit other businesses, read reviews and ask around to find out how other people view your restaurant. We then start with an unannounced visit taking notes from the time we arrive in the general area of your restaurant, drive onto your block, pull into your parking lot, walk through your front door and get seated at our table. Our arrival into your general area will help indicate for us your market segment in relation to your immediate customer base. How we are greeted and seated will give us the “first impression” from the perspective of your customers. While seated, we will follow closely the overall flow of your front of the house, where key materials are located and the efficiency of the waitstaff’s workspace, the overall appearance and feel, the efficiency of service as well as the competency level your staff demonstrates when they don’t know they’re being watched. We will look at the quality and feel of your menu, the amount of time it takes for food to arrive, the quality of the food ordered and the guest exit strategy used by the staff.

From there we’ll navigate to the kitchen taking into consideration flow of food, tempo of kitchen employees, overall organization of equipment and food, active/inactive shelf space, utilization of line equipment including lowboys, walk-in cooler and other refrigeration, ordering/receiving procedures, flow of dishwashing area and overall cleanliness. These same areas will also be addressed behind the bar.

Keep in mind we conduct this evaluation in a professional, non-threatening, non-judgmental, informational manner and it is in no way designed to “trap” specific employees in any area. Our approach is designed to provide you with the “The Ultimate Checklist” of areas where you can save money, optimize service and streamline your overall operational practices.

Armed with your checklist, we’ll be able to decide which services we can provide you with and which areas you’ll be able to focus on yourself. We offer a wide range of solutions in all areas of operation as well as credit building tactics that will enable you to really get the most from your business’ purchases. We look forward to working with you and your staff toward your ultimate goal, “Success and Peace of Mind!”

“Sometimes, the hardest part in obtaining a smooth operation is creating the platform that is needed for success. Meadows&Grimm Consulting will not only help you create this platform, but show you how to use it creatively and effectively.”

