



STAFFING TIPS

---

# Opening a Successful Restaurant

Embarking on the journey of opening a restaurant is exhilarating, but the success of your establishment significantly depends on assembling a competent and cohesive team. This comprehensive guide provides detailed staffing tips to navigate the intricate process of building a stellar team for your new restaurant.

\*Disclaimer: This checklist is for informational purposes only and is not intended as a substitute for any audit, tax or other professional advice, consultation or service.



© Photo by K8 on Unsplash

# 1. Evaluate Your Service Model

Before diving into the hiring process, conduct a meticulous evaluation of your restaurant's service model:

**Dining Style:** Define whether your restaurant will be fast-casual, offering quick counter service, or a full-service establishment with a more formal dining experience, or a hybrid of the two depending on the size of your restaurant and desired level of hospitality.

**Fast Casual:** Self-Ordering Kiosks - Streamline operations and speed up the order and payment process.

**Assembly Line:** Ideal for bowl and build-your-own concepts, may require less trained chefs and more staff.

**Full Service:** Consider incorporating handheld pos devices to streamline staffing efficiency. While stationary terminals are necessary, if your staff has multiple spaces to serve this can save valuable time and allow your operation to use less staff while still providing enhanced hospitality.

## Example Full-Service Staffing Recommendations

**Hosts:** 1 host/hostess for every 75-100 seats, 2 on weekends.

**Servers:** 1 server for every 25 seats; 1 bartender for the bar.

**Bussers/Runners:** 2 bussers and possibly 2 runners depending on restaurant busyness.

**Delivery and Takeout Services:** Factor in staff for order preparation and delivery, and consider partnering with delivery services. Modern POS systems like GoTab streamline online orders.

**Peak Hours and Turnover Rates:** Identify peak hours and expected table turnover rates to guide staffing levels during busy periods. With GoTab, you can analyze sales data to make informed decisions that impact your bottom line.

This detailed assessment will help you understand your staffing requirements and aid in selecting restaurant POS systems tailored to your specific needs.

# 2. Start Early and Plan Thoroughly

Commence the hiring process well in advance:

**Define Restaurant Culture:** Articulate your restaurant's culture and values, envisioning the kind of dining experience and atmosphere you aim to create.

**Industry Connections:** Leverage industry connections for referrals and recommendations. The hospitality sector thrives on networks.

**Time Buffer:** Begin hiring several months before your planned opening date to allow ample time for candidate selection, training, and any necessary adjustments.

Taking these early and thoughtful steps will contribute significantly to building a team that aligns with your vision.

# 3. Create Detailed Job Descriptions

Craft comprehensive job descriptions:

**Roles and Responsibilities:** Clearly outline the roles and responsibilities associated with each position.

**Required Skills and Qualifications:** Specify technical skills, qualifications, and any specific traits or values you are seeking in potential candidates.

**Posting Platforms:** Utilize various job posting platforms such as Indeed, LinkedIn, and university-specific sites to maximize visibility.

Creating detailed job descriptions ensures that you attract individuals genuinely interested and well-suited for the roles you need to fill.

## 4. Emphasize Soft Skills

In addition to technical skills, prioritize soft skills during the hiring process:

**Qualities to Emphasize:** Look for traits such as friendliness, patience, effective communication, and teamwork, as these contribute significantly to guest satisfaction.

**Interview Assessment:** Devote time during interviews to assess candidates for these essential soft skills.

A welcoming smile or a friendly demeanor can enhance the guest experience even in staff members who may lack certain technical abilities.

## 5. Background Checks

**Positions Requiring Checks:** Identify positions involving financial transactions or serving alcoholic beverages and conduct comprehensive background checks for these roles.

**Protective Measure:** Consider background checks as a protective measure for both staff and customers, fostering a secure and trustworthy work environment.

Committing to due diligence in this area will safeguard your restaurant's reputation and build confidence among your stakeholders.

## 6. Invest in Training and Onboarding

After assembling your team, focus on comprehensive training and onboarding programs:

**Understanding Standards:** Ensure that every employee comprehensively understands your restaurant's standards, expectations, and operational procedures.

**Introduction of New Systems:** If incorporating a new restaurant POS or reservation system, provide thorough training to ensure all staff members are comfortable with its usage.

**Cross-Training Approach:** Consider cross-training employees to enhance versatility, valuable in the unpredictable hospitality industry.

Investing time and resources in training establishes the foundation for a successful and cohesive team.

## 7. Ongoing Evaluation and Adjustment

Regularly evaluate staffing levels and team performance:

**Performance Reviews:** Conduct regular performance reviews to identify areas for improvement and recognize exceptional contributions. This includes feedback from coworkers to assure a positive environment is being fostered.

**Adjustment Period:** Acknowledge that there might be an adjustment period for both staff and management. Be open to making necessary changes to enhance overall efficiency.

**Guest Feedback:** Pay attention to guest feedback; it provides valuable insights into the performance of your team and areas for improvement.

This ongoing evaluation process ensures that your team remains dynamic and responsive to the evolving needs of your restaurant.



## Conclusion


Meticulously follow these detailed staffing tips and thoroughly evaluate your service model to open a successful restaurant that consistently delights guests.

For a seamless operational experience, explore our Restaurant POS and KDS Kitchen Display features and request a demo today.



 [gotab.com](https://gotab.com)

 [info@gotab.io](mailto:info@gotab.io)

 202.949.6886