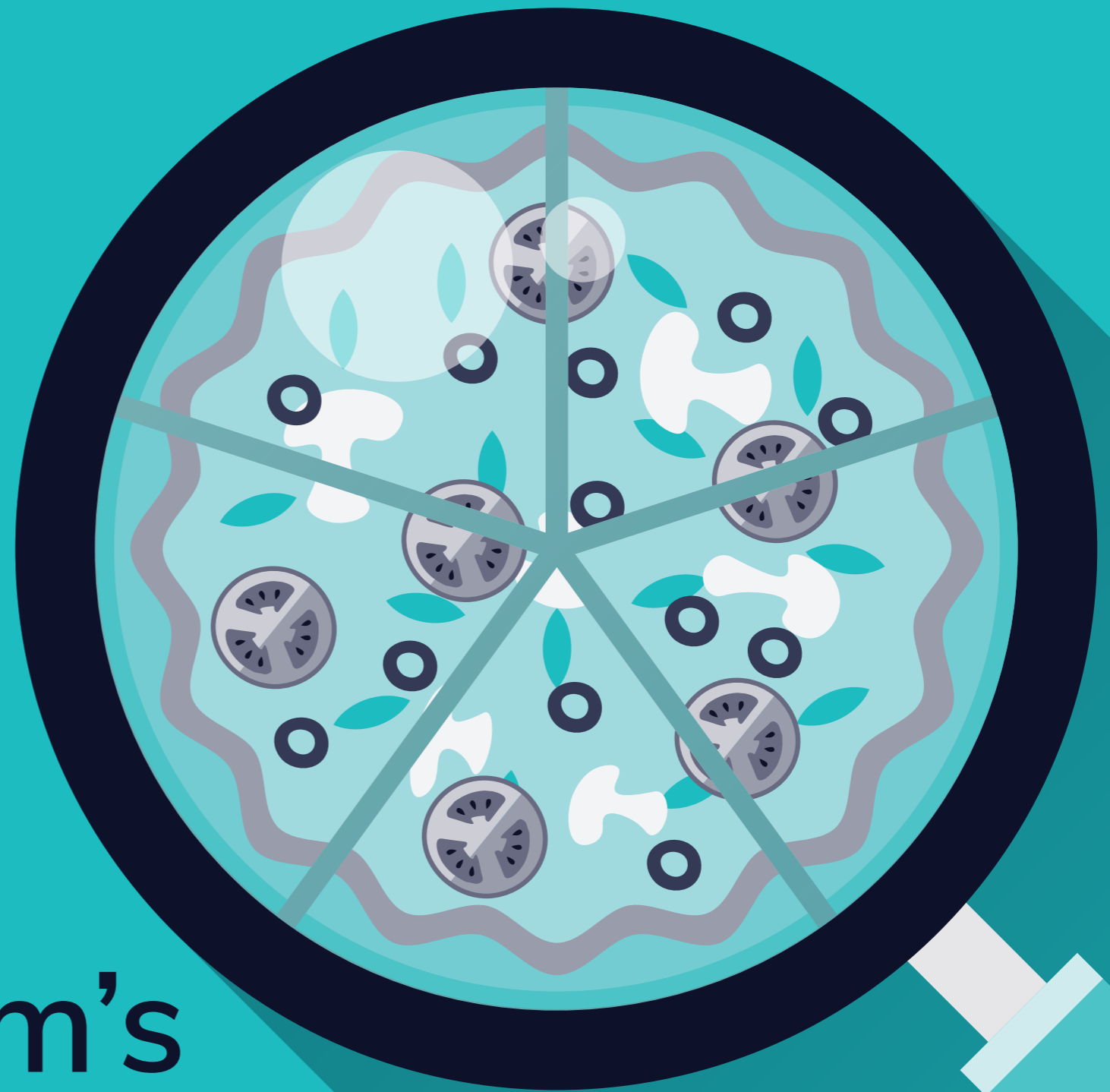


syrve



Boost your restaurant team's productivity.

Succeed in five key areas
– and watch people thrive.

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Enable everyone to perform at the top of their game

Restaurants are about delicious food, wonderful service and a great ambience. But so much of the customer experience relies on everyone working together seamlessly as one team.

Little things can get in the way. Whenever there's poor communication between teams, mistakes creep in, delays occur, there's friction between colleagues – and this ultimately impacts the customer experience and profitability.

However, restaurants can make simple changes that improve communications dramatically, so everyone's on the same page, all of the time. Mistakes are minimised, there's a positive energy in the air, and people thrive at what they do best. They become highly productive.

In this guide, we'll analyse five challenges and explore practical ways to boost your team's productivity.



1: Improve communication between servers and customers

Good communication between servers and customers is crucial for a smooth-running restaurant and a seamless dining experience. Identifying and fixing any issues will be key to reducing wait times, minimising errors and helping restaurant operations to excel.

Common challenges for restaurants

In a lively restaurant environment, communication challenges between servers and customers can lead to order errors, delays and a poor dining experience. This can set the tone for the rest of the shift, causing friction between customers and staff.

Clear signs of communication problems

Do these issues sound familiar?

- **Ordering errors:**
Miscommunication when orders are placed affects customer satisfaction, stresses your team, and requires extra resources in the kitchen to put things right quickly.
- **Extended wait times:**
Customers are getting frustrated, waiting too long before they can place their orders and get served. This may lead to bad reviews.
- **Manual order status updates:**
Servers have to keep asking the kitchen when food will be ready. This can be stressful and takes up their time.
- **Sub-standard customer service:**
Servers have to keep asking the kitchen when food will be ready. This can be stressful and takes up their time.



How to enhance communication

Syrve's technology enhances key functions that make a difference.

Digital ordering: Making self-service easy for everyone

Streamlining the order-taking process can make menu selection easy for customers, while minimising errors and building rapport.

Syrve's Digital Ordering capabilities enable quick and easy food selection. Customers can use self-service kiosks, online platforms and mobile apps. They can customise and confirm orders – and then speed them to the kitchen in a click. This is great for speed and accuracy.

Table side ordering: Order and pay without delay

Your waiting staff represent the face and voice of your brand in the eyes of customers. Providing good service during these first interactions is essential.

Syrve's Table side Ordering allows waiting staff to take orders, send them through to the kitchen in a click, and take payments directly at the customer's table. There's no need for servers to return to a centralised till to add the order. This saves time for waiting staff, chefs and customers. It improves the dining experience and means you can serve more tables in less time, increasing revenue.

Digital menus: Let customers order on their own screens

Customers value speed and convenience. Letting people choose items, customise orders and then submit them from their own devices will prove popular. They can access your regular menu, explore specials, and check dietary details and options.

Syrve's Digital Menus enable customers to browse and order food directly from their mobile phones or tablets. This saves on paper menus, ensures real-time updates, and provides a contemporary approach to menu management.

Automated order updates: Keeping customers in the loop

Keeping diners informed about the status of their orders can be good for customer service and contributes to a positive experience.

Syrve's Automated Order Updates automatically notify customers about the progress of their orders, from preparation to completion. This ensures customers feel informed and valued, fostering trust in the restaurant's service. By automating order updates, servers can focus on other essential tasks instead of manually checking in with customers.

Customer ratings: Getting valuable insights

Gathering feedback from customers on their experiences will help brands to fine-tune their offering and sharpen up on service.

Syrve's Customer Ratings functionality allows you to gather insights into customer preferences and service quality. This data-driven approach gives you the big picture – as well as the finer detail – on what's working well and where improvements can be made to the customer experience.

The bottom line

Great communication between customers and servers builds trust in your brand. This will be key to creating repeat business, lasting loyalty and online recommendations.



2: Enhance communication between servers and the kitchen

Excellent communication between servers and the kitchen is crucial for strengthening teamwork, improving productivity and ensuring a great dining experience. Getting this right is key to reducing wait times, minimising errors and enhancing overall operational efficiency.

Common challenges for restaurants

Communication problems between servers and the kitchen can lead to order inaccuracies, prolonged wait times and poor dining experiences. Fixing this is fundamental to the efficiency of your establishment.

Clear signs of communication problems

Do these issues sound familiar?

- **Order errors:**
Miscommunication between servers and the kitchen can result in mistakes, create stress for both teams and harm customer satisfaction.
- **Extended wait times:**
Delays in communication between servers and the kitchen can hold up orders and impact the overall dining experience.
- **Inefficient preparation:**
Poor food preparation can worsen wastage, posing challenges in accurately portioning and preparing the right amount of food. Any waste eats into profits.
- **Inefficient work flow:**
Constant requests for order status between servers and the kitchen can distract teams and cause friction.

How to enhance communication

Syrve's technology enhances key functions that make a difference.

Digital order entry: Streamlining communications

Manual ordering via handwritten notes and verbal communication will be prone to errors. The modern restaurant needs a more efficient way to serve customers and boost productivity.

Syrve's digital order entry capabilities transform communication. Hand-held solutions empower waiting staff to send orders to the kitchen in a click. This improves accuracy and accelerates the work flow. With Syrve, you can accept in-store, delivery and take-out services on the same system. This simplifies order management, allowing a unified production pipeline for optimal efficiency.

Kitchen display systems: Real-time order visibility for chefs

Kitchen Display Systems (KDS) have a key role to play in the modern restaurant, serving as an essential link between servers and chefs.

Syrve's KDS works seamlessly with digital ordering tools, displaying accurate orders on kitchen screens and showing their readiness status in real-time. This transforms kitchen communication and ensures everyone is on-task, focusing on food preparation without distractions.

Kitchen notifications: Clear and concise communication

It's essential that servers know when food is ready — so they can take it to customers right away.

Efficient communication between the kitchen and waiting staff is enabled by Syrve's clear and concise kitchen notifications. Real-time alerts tell waiting staff when orders are being prepared and when they're ready, guaranteeing swift service and maintaining food quality by preventing orders from lingering in the kitchen.

The bottom line

Overcoming communication challenges between teams reduces delays, minimises errors and enhances operational efficiency.

3: Enhance communication within the kitchen team

Clear and timely communication is vital within the kitchen team if you want to sharpen productivity and deliver high-quality dining experiences. Get this right and you'll help to create a better and happier working environment where talent can blossom.

Common challenges for restaurants

Poor communication within the kitchen team can lead to order inaccuracies, prolonged wait times and unhappy dining experiences.

Clear signs of communication problems

Do these issues sound familiar?

- **Recipe management problems:**
Kitchen teams make preparation errors and sometimes struggle to follow recipes correctly.
- **Poor time management:**
The kitchen seems to flip from low gear into panic mode and then back again, when steadier production would have been possible.
- **Lack of real-time updates:**
Without order status updates and knowing if ingredients are on-hand, kitchen staff may be unable to keep up with demand.
- **Manual processes create delays:**
Miscommunication among the kitchen team during busy service can cause stress and delay dishes.



How to enhance communication within the kitchen team

Syrve's technology introduces advanced tools to enhance communication within the kitchen team and increase overall productivity. Our technology is simple to use for busy kitchen teams, even at the busiest of times. In fact, it makes life far easier.

Digital recipe management: Ensuring consistency

Restaurants need to be able to store, share and revise their recipes easily.

Syrve's digital recipe management helps keep all your recipes in one easy-to-understand format. This means less confusion and more consistency among your kitchen staff. You can also make changes to recipes without any hassle and provide estimated cooking times, making planning ahead a breeze.

By sharing the most up-to-date recipe versions among everyone, you'll reduce errors and increase efficiency. This all adds up to a smoother kitchen operation, shorter wait times for customers and a more productive crew during busy hours.

Kitchen display system (KDS): Real-time visibility

It's vital that kitchen teams stay on track, even when service is moving at top speed.

Syrve's KDS is like having a real-time GPS for orders in your kitchen. This means less confusion, fewer mistakes and a smoother operation overall. With instant updates on order status, your kitchen staff can work more accurately, making sure every dish is prepared to perfection.

Automated prep plans: Efficient kitchen operations

Imagine a kitchen where every dish is prepared in a consistent and high-quality manner, time and time again?

Syrve's automated prep plans can lay the groundwork for high-performance shifts and strong sales, ensuring all ingredients are ready when you need them. This not only reduces the chances of last-minute trips to the store but also boosts overall productivity and revenue.

Our automated prep plans ensure consistency and high-quality output. The quantities you need are specified by our technology using analytics based on sales forecasts. You can streamline your kitchen operations, minimise waste and make the most of your resources.

Real-time inventory management: Maximising availability

Every kitchen must be well stocked – so you can deliver on your menu.

With Syrve's real-time inventory management, you can keep track of ingredient levels effortlessly in real-time and the system notifies you when supplies are running low. This saves you from frantic searches for substitutes or hurried trips to the store. Instead, your kitchen staff always have the ingredients they need, so you stay organised and prepared, saving time and effort.

Guided mobile stock checks: Simplify oversight

Inventory checks can be one of the most laborious kitchen tasks. But it's also a critical activity when it comes to optimising your business. Fortunately, checks are now far easier to manage.

With Syrve's tools, all staff members can access the same inventory information, reducing miscommunication and ensuring everyone can work together towards common goals.

During inventory checks, you can improve time management by providing up-to-date inventory information, guiding staff through the process quickly and easily using mobile devices.

The bottom line

Efficient communication within the kitchen team is the cornerstone of teamwork and success. Syrve's tools keep everyone on the same page with stock, production and delivery great food on time.

4: Improve communication between headquarters and restaurant locations

Efficient communication between headquarters (HQ) and restaurant locations is crucial for optimising productivity and ensuring seamless dining experiences. Identifying common challenges and addressing communication issues is key to delivering greater company-wide efficiency.

Common challenges for HQs and restaurants

Any communication gaps or misunderstandings between HQ and restaurant locations can lead to operational problems, quality issues and impact the customer experience.

Clear signs of communication problems

Do these issues sound familiar?

- **Outdated information:**
Menu changes, promotions and other important decisions made at HQ fail to filter through to some restaurants.
- **Operational inconsistencies:**
Staff at different outlets don't always get to hear about updates to the company's standardised procedures – so fail to follow them.
- **Corporate information gaps:**
When important decisions are made at the company level, there's no easy way for executives at HQ to be sure that everyone at every restaurant gets the message right away.
- **Disparate IT systems:**
Important documents sit on the company's various systems and servers but no-one can find them easily.
- **Poor morale:**
There's an 'us and them' attitude at some restaurants. Staff sometimes feel they work in isolation and their efforts aren't appreciated by the wider business.



How to enhance communication

Syrve's technology introduces advanced tools to enhance communication between HQ and restaurant locations, boosting overall productivity.

Central platform: Real-time updates for everyone

Relying on company memos or people remembering to share news doesn't work in the restaurant space. There needs to be one version of the truth – shared clearly and efficiently.

Syrve's central platform acts as the communication hub between HQ and restaurant locations, reducing the need for phone calls, emails, or text messages – as well as manual configurations and updates. Important news, such as menu changes, promotions, or operational adjustments, can be communicated in real-time, ensuring all staff members are on the same page. This central platform streamlines communication.

Data sharing: Quick access to KPIs

How does the performance of different restaurants compare? Restaurant business leaders need this information at their fingertips.

Syrve's data-sharing capabilities enable HQ to easily access key performance indicators (KPIs) for each restaurant location in real-time. By automatically collecting and analysing data, HQ can identify areas for improvement and optimise operations across all locations. This data-driven approach enhances decision-making, leading to increased efficiency and performance.

Procedures: Standardised operations for consistency

It's essential that changes to company standards, best practice, and working practices are followed precisely.

Syrve's technology allows HQ to provide standardised procedures — and share them easily all restaurants. This ensures each outlet operates in the same way, making it easier for HQ to train new staff members and maintain operational standards.

The bottom line: Elevating restaurant efficiency

Good communications between HQ and restaurant locations is vital for a brand's focus, agility and performance. Syrve's tools help to keep everyone connected and working towards the same company goals.



5: Improve all-round team performance

Successful restaurants are people-focused businesses ... with great staff delighting loyal customers. But even inspiring leaders and talented teams need some extra help. With the right technology, it's possible to pinpoint problems, find helpful solutions and take everyone's performance to the next level.

Common challenges for restaurants

Issues in team performance can lead to operational inefficiencies, service delays, and a suboptimal dining experience. Recognising these challenges is fundamental when implementing solutions that enhance the overall efficiency of your establishments.

Clear signs of problems with team performance

Do these issues sound familiar?

- **Inaccurate time tracking:**
Difficulty in accurately tracking employee hours worked, breaks taken and overtime can lead to non-compliance with labour laws and unfair compensation practices.
- **Under performing teams:**
Lack of restaurant performance tracking and team support can result in teams delivery poor productivity, especially during peak hours.
- **Lack of constructive feedback:**
Managers often know something is amiss. But they don't have the data or the insight to be able to intervene and turn around performance.
- **Time-consuming manual tasks:**
Skilled staff members get bogged down with a host of routine manual tasks – and sometimes overlook them completely. These tasks can impact morale and take people away from added value activities.

How to improve team performance

Syrve's advanced tools enhance team performance and boost overall productivity.

Time tracking: Ensuring accuracy and fairness

It's essential for managers to make sure teams have the right numbers – and keep a record of who's doing what, and when.

Syrve's time tracking capabilities ensure accurate monitoring of employee hours worked, breaks taken and overtime. This not only keeps your establishment in compliance with labour laws but also ensures fair compensation for staff.

For managing servers, Syrve allows you to split waiters into teams, create incentives and track team support, maintaining a vibrant atmosphere during peak hours. You can efficiently assign shifts and work schedules, and be automatically informed of shift overlaps and the required number of staff to effectively manage team performance.

Performance tracking: Real-time insights to drive improvement

To move your business up a gear, you need to identify star team players and reward success. This helps to create a winning, positive culture where people feel their efforts always count.

Syrve's performance tracking capabilities enable you to monitor employee performance across multiple locations in real-time. You can provide instant feedback to employees, help improve their performance and identify areas for growth. With Syrve, staff check-ins include a news feed, motivation program, work schedule, and notifications on a personal page, ensuring that staff are aware of their goals, current performance, and rewards.

When monitoring operations, you can track any metric (sales, workstation time, delivery time and more) and create contests between staff and use a digital leadership board to promote competition if you wish. You can also analyse delivery performance with graphical representations of metrics like the number of deliveries, order amounts, average bill, travel time – by district and zone. All of this empowers data-driven decision-making.

Task management: Streamlined operations

In the restaurant business, there are key routine activities that managers must remember for a smooth-running operation.

Syrve's task management features automatically prompts staff at the right moment to complete tasks. This streamlines operations and improves service quality. Instead of using paper rotas, Syrve's digital tools let you assign and track tasks for employees across multiple locations, including stock checks and consignment receipting, to increase accountability and always stay on track.

Incentives: Motivate and reward

Syrve's technology allows you to create a bonus system tailored to your business needs. You can set performance incentives for waiting staff, chefs, shifts, or everyone at a specific restaurant. Syrve can also calculate bonuses automatically. This fosters improved team morale and motivation, contributing to greater overall team performance.

The bottom line

Effective team performance is at the heart of restaurant success. Intuitive technology can help you to create a winning culture that keeps your whole team motivated and inspired.

Watch your restaurant team's productivity take off with Syrve

Good communication helps you to raise productivity levels among your team. People can focus on the task in hand and use their talents to the max – rather than being distracted by small issues that seem to snowball into time-consuming and costly dramas.

Technology can help in practical ways, joining the dots where information needs sharing and providing trustworthy, data-driven instructions for staff. This helps to foster a more collaborative, professional and high-performance environment.

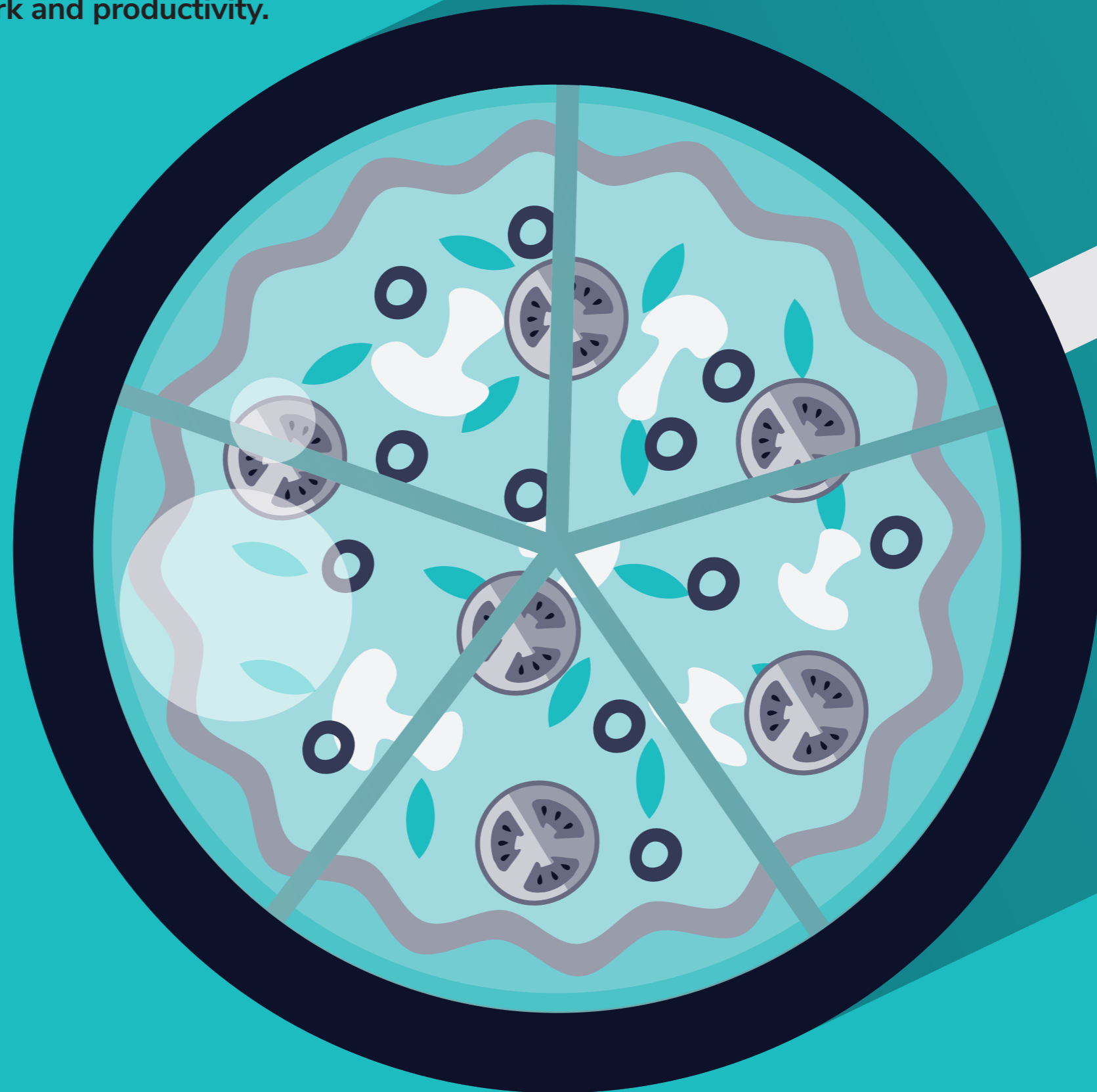
Vastly-improved communications will be great news for managers and front-of-house teams in particular. They can spend more time focusing on customers and delivering the service levels that can give your brand the edge.



Discover more

Enable your team to thrive. Give everyone the communication tools, incentives and support they need with Syrve. You'll strengthen understanding, teamwork and productivity.

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