

# Operational Analysis Review Processes

## Food Service and Restaurant Operations

The following processes aim to identify areas where food and beverage operations and service delivery perform well, and areas where possible improvements could be considered.

Particular emphasis is placed on labour cost control, and cost of goods over all departments.

1. Interview Key Stakeholders to determine any issues. This may include Directors and Board members.
2. Interview the General Manager and senior staff members to identify operational issues.
3. Interview other staff to assess processes and identify issues.
4. Observe operations during service periods to evaluate procedures and processes.
5. Assess staff qualifications and abilities to perform designated roles, and/or identify alternative options.
6. Evaluate menus for suitability and appropriateness to the particular operation.
7. Analyse menu (Food and Beverage) pricing, and cost of goods over a given period.
8. Analyse sales mix and menu profitability, noting specials and time zones.
9. Critique menu design, layout and readability, with emphasis on profitable placement and marketing of high margin items.
10. Assess pricing structure and margins as they apply to a particular operation.
11. Analyse rosters and labour costs over a given period, to evaluate fluctuations and identify savings.

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12. Evaluate stock levels and stocktake procedures, including pricing accuracy.
13. Identify Key Performance Indicators (KPI's) and monitor performance.
14. Evaluate stock ordering, control and security processes.
15. Evaluate invoice processing, timing, accuracy and payments.
16. Assess cash management processes, control and security.
17. Review utility (gas, power, water) performance and costs.
18. Review profit & loss statements over previous 12 months.
19. Review food presentation and quality control.
20. Evaluate hygiene and workplace health and safety procedures.
21. Evaluate regulatory compliance including fire and health.
22. Assess physical equipment relevant to service delivery and production.
23. Assess service delivery and processes.
24. Review and assess local opposition.
25. Provide a written report with action plan.

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