

Restaurant Action Plan

Action Plan Example

Employee Attitudes – Speak to other managers and employees about that specific employee attitude. Always form an opinion based on the facts, not, he said, she said.

The employee used foul language in view of employees and customers. A manager and employee witnessed the incident. Speak to the employee and manager separately away from customers.

Are the managers and employee's version of what happened consistent about the employee who used foul language?

Create an action plan

On page 2, list the employee's top 5 areas of opportunities and top 5 areas of strengths. On page 2, break down the areas of opportunities, what are the Issues and what caused them? Make sure you keep the action plan as positive as possible.

On page 3, how are you going to fix the issues? Don't try to correct all 5 areas of opportunities together. Break each area down separately. Assign different employees to each area of opportunity.

Think of this as a pie, each slice represents the areas of opportunities. Don't eat the whole pie and get overwhelmed, eat it by the slice. Everybody works on the one area of opportunity until it goes away, then move on to the next area of opportunity. When assigning the task to the manager or employee, make sure it is attainable with a reasonable time frame.

By signing the action plan form, the manager or employee agrees to implement the contents written in the action plan. Furthermore, the changes are not temporary, we cannot go backwards, only forward. Managers and employees should always be open for changes, especially in the restaurant business.

If the employee does not show any sign that they are willing to change, then an [employee corrective action](#) notice is appropriate.

The managers and employees need to know that you are serious about the changes that are needed in your business.

The owner, district manager or general manager should monitor the action plan process to assure that it is executed properly and consistently.