



## Let's Be Practical

Creating Systems for Your Staff to Help Them Succeed,  
and Make You a Better Manager

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## What We Will Discuss Today:

- Identifying what doesn't work, as it stands right now
- Success for your staff starts with the systems you construct
- Discussing what “success” and “support” mean, and what they look like
- Developing systems through creating comprehensive action plans
- Examining our personal bias/the bias baked into the systems that are commonplace
- Accountability for ourselves and the other leaders around us



## So: what doesn't work?

i.e. what is supporting some people, but not everyone in hospitality

- > Wages (particularly across the bar or restaurant, and between positions) and tipping models
- Training models
- Hiring practices and transparency of expectations
- Continued learning
- Communication from leaders and between leaders



## Success for your staff starts with the systems you construct.

- Does every new employee get the same exact training regimen and opportunity to learn?
- Are tip breakdowns, wages, and policies transparent?
- Have management and ownership established healthy boundaries for their interactions in the workplace?
- Are leaders delegating and generating collaboration effectively?
- Is a true open-door policy in place? Is there a way for an employee to blow a whistle safely and securely on an issue they are experiencing?
- Do managers have systems to follow up and follow through?



## How do you, as a leader, define success?

How do I want my employees to feel about their workplace?

To what stage in their professional goals can I realistically get my employees?

What concrete goals do I have for my team and for myself, and am I being transparent about the road to achieve them?



## How do you, as a leader, define support?

What situations am I equipped to handle? What situations am I ill-equipped to handle, and who is the lifeline to assist?

What do you aim to provide for your team on a professional basis? A mental/physical basis? A financial basis?

How am I determining if I have provided these things?



## All systems start with an action plan. Here's how to construct one.

- What is the area in which this action is being taken?
- What is the end goal, five years from now?
- What are my set benchmarks (not just an achievement, but a deadline)?
- What is currently in place to help us achieve this goal?
- What is not in place to help us achieve this goal?
  
- Name the why, the motivation. When the going gets tough, what keeps this plan grounded?



## For example:

- What is the area in which this action is being taken? **Achievement of Professional Goals**
- What is the end goal, five years from now? **All of my current bartenders are running their own beverage programs and feel prepared to earn the certifications that they want to earn.**
- What are my set benchmarks (not just an achievement, but a deadline)? **Three years from now: 75% are running beverage programs. One year from now: I have established a personal mentorship for each bartender, with me or another professional. Six months from now: I have spoken to all of my staff and helped them map their career goals. Three months from now: I have pooled education and professional resources for my team to use.**
- What is currently in place to help us achieve this goal? **I have connections to people willing to enter into mentorship, I have started a scholarship fund to help employees afford training and professional growth, I have instituted a monthly staff meeting and bi-weekly check-ins with my team.**
- What is not in place to help us achieve this goal? **An education plan, an awareness of each employee's professional goals, a list of educational and professional resources for my team. I need to audit my own ability to mentor my team. A transparent way to reach leadership in our current bar.**
- Name the why, the motivation. When the going gets tough, what keeps this plan grounded? **I was not given a path to leadership, whether here or elsewhere, and my team deserves the opportunity and support to achieve their professional goals. It is my responsibility to pave this path, however I can in this moment.**



# Let's Be Practical (and realistic):

Creating these plans might shine an uncomfortable light on:

- Systems that you have constructed that subvert these goals and plans, that need to be dismantled
- Bias or assumptions that you have had about how professionals should behave or think about their goals
- How unprepared you are to tackle these plans at this moment
- How you have used language or led in a way that implies the opposite, or works against these plans
- How you have failed to support your team in the past.

**THIS IS IMPORTANT, AND THIS IS HEALTHY.**



## Tips when feeling that uncomfortable, but necessary light:

- Pause your plan and start to work on some personal growth as a leader.
- Start smaller (or larger) with re-learning how to communicate effectively, or by dismantling systems and paths that already exist
- Pause, and examine if you have followed this path for yourself first. Sometimes, it's a “change in cabin pressure” situation (you have to put your own mask on first in order to help those around you)
- Prepare to have the uncomfortable conversations with ownership or other leaders, if you feel that these issues come from inconsistencies in leadership or a lack of boundaries. It's also worth mentioning that you often need the buy-in from ownership for success in many of these circumstances.



## The Cause and Effect:

- Better Communication: Clearer Expectations and the two-way street of being a leader that can receive feedback as well as they can give it
- A more unified team: Leading by example in the ways of communication, transparency, boundaries, demonstrates to those you lead that it is possible and important.
- Systems in place for new employees: They enter a workplace that has already clearly set its priorities and its values and has also put them into practice.
- The “why” and the “how” are clearly defined.





**Questions?**



## Ways to get in touch and follow up with me:

- Follow me on Instagram: @gregoiredrinks
- Like or follow Drinkable Genius on Facebook
- Visit [www.drinkablegenius.com](http://www.drinkablegenius.com)
- Support Drinkable Genius on Patreon - for the cost of a cocktail each month, get access to spreadsheets, systems, and education in this area that I have built and used in openings and programs I have led.