**Week ending 6//62015**

My twelfth week consisted of working in Natures Market, Amore, Burger Bar, and Next Door Bar & Grill

On Tuesday and Wednesday I worked in Natures Market. I learned how we do most of our ordering through UNFI. I learned that most of our items in Nature’s Market come through UNFI. UNFI created an application that the team can use with an iPhone to scan items and submit the order using this tool. With other vendors we will use email to get the orders over to them. I quickly realized that we sell a lot of items in Nature’s Market that I was not even aware we had. It hit me that when I shop I typically go in to get what I need and then checkout. Most customers probably aren’t “window shopping” when they go to get their groceries. I think we do a good job with KBS to get the word out on new items to customers. But it got me thinking that there are still a lot of products customers are probably not even aware of that we carry. How can we get them to know more about particular products they might be interested in? Most of the day consisted of filling the shelves and the cooler. We also created a new end cap display for an item that Nature’s wanted to upsell.

On Thursday I worked at Amore. I spent the day shadowing the manager Marissa. She explained to me that when she comes into work the first thing she does it check to make sure the ambiance of the restaurant is setup correctly. This means that chairs, tables, silverware, etc. are in the appropriate place so that the restaurant is welcoming to our guests. She showed me the restaurants kitchen and cooler. She also taught me how to run orders out to tables. She explained the restaurant lingo (Table 5, seats 1 and 3). This meant to serve the dishes out to table five and that one dish goes to seat one at the table and the other goes to seat three at the table. You count clockwise starting at the seat to the far right. It seems pretty easy, but when you are busy and the restaurant is rushing to get orders out it can be intimidating! She also showed me how to serve the dishes to our guests once we got to the table with their food. I was worried I would spill the food on them, but thankfully I didn’t!!! I was also able to see her put an order in for some wine. She also showed me how she does payroll and went over scheduling with me. They use MICROS for their POS and scheduling that is different than the stores. Also, because we pay restaurant folks (like servers) under minimum wage since they get tips there are a lot more rules we must follow under the state. To be honest I don’t remember much of them, but she explained how it could be a bit trickier than what we do within the stores. I was also able to see her and Mike, the assistant manager, review some new ways to try and bring customers into Amore with Alex Berentzen. They reviewed with him some food and wine pairings at a great price to bring customers into our restaurants. It was neat to see them have the freedom to be creative with their ideas and to see Alex give them some feedback based on his experience within the restaurants. I was also able to see some of the preparation we needed to do for the Street Fest we had at Amore that Saturday. This included getting some stuff setup outside so that we could take payments on our patio as well as some signage we would be using for the event.

On Friday I worked at the Burger Bar with Kathy, the restaurant manager there. The first thing I did with Kathy was check the seating to make sure it was clean and that the chairs were aligned nicely at the tables. She then showed me around the restaurant. This included the kitchen area as well as the cooler/freezer. She went over how they do ordering with me. Some of their ordering they do directly with the vendors and other ordering is done through produce and meat within the store to get product into the restaurant. I was also able to observe how Kathy did her scheduling for the restaurant. I learned that we take calls for orders to go. I was able to observe how we take orders from our customers. I was learned how to assemble a tray for the food to brought out to tables as well as serving the food to our customers at the tables. Friday was pretty busy during lunch so most of my day consisted of bringing food out to our guests. However, once lunch hour died down the team needed to clean the dining area inside and outside and I helped with that.

On Saturday I spent my day at the Next Door Bar & Grill. I spent the first half of my day with Mauricio getting an overview of the restaurant. He explained to me that the restaurant does all of their ordering directly to the vendors. He showed me the wine cellar as well. When I got there, I was able to observe the chef’s prepping for dinner service, but they also needed to serve any guests for the lunch hour. I then spent some time with the hostess and she went over Open Table and showed me how she inputs reservations or if customers reserve a time slot online it would go into this system. She also told me that the system cannot predict overbooking guests and that they need to keep an eye on reservations and they must go into the system to block out time slots manually if they do not have enough staff to serve the guests. Later I spent some time observing a bridal shower service. I was able to see the Chef prepare the food for the guests and observe the servers giving the food to the guests as well as serving drinks to them. After the event I attended line up with the front of the house to go over the menu specials, any special requests by guests (allergies, seating, special guests, etc.), and any other topics the front team needed to discuss for the night. The back of the house did line up as well. Then we took a quick dinner break before the dinner service began. Once dinner service began I spent some time with the runners learning how they bring the food out to the guests. There was a chef at specific stations like sushi, meat, fish, desert, sides/garnishes, etc. The head Chef would run the wheel. This included calling out orders to the Chef’s as well as garnishing/plating every dish before it went out. He would let the runners know when they needed to bring dishes out to tables by asking for a runner and then telling them the table and the seat number the plate needed to go to.

**Technology Opportunities**

One suggestion given to me was to get scheduling for the staff online for the employee’s at Next Door Bar & Grill. Another suggestion given to me was that when we organize events for the restaurant we will take reservations for events and people will call in last minute to cancel. This can make setting up before the event a little crazy as the team will often be making changes right before they open the door for the event. They asked if we could set something up online for guests to make the reservation online and pay for the event directly there so that even if they don’t show up they are not losing money and they would not need to worry about making last minute changes.

I thought it might make sense to automate Open Table to block out time slots programmatically rather than having the host/hostess watch the reservations and have to go in and update them manually.

I also thought that since the Burger Bar takes to go orders over the phone it might make sense to have an online site/app so that customers could put in orders online to the restaurant and then possibly have curb side pick up to get their food.

Also, I know we have discussed recommending products to customers via the mobile app/website. I think if we integrated this it might help cross sell a lot of products that customers are not aware we even carry based on their shopping habits or what other customers are buying similar to products they buy.