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# PRODUCTIVITY REVIEW AND TRAINING

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“managing food service operations smartly”



The fact is that when most people were trained in food service, the cost of labour was much lower than today, so productivity was not part of a cook or a chef manager's training. A commercial kitchen environment is also unfamiliar for most organisation's business managers. This review is carried out by experts in both kitchen and service areas and is an objective system to improve efficiency and decrease labour costs.

- Identifies lost time by work sampling and production variation study
- Recovers lost time by task elimination, combination, simplification, and method improvement.

In a medium sized operation, a full review of productivity would take one to two days on site, with a recommendation normally available within one week. Consultant Catering can then help your staff manage the transition..

**FOOD SERVICE  
SPECIFIC DESIGNED  
PROGRAM**

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# The Program

Whilst Consultant Catering can undertake a productivity review of your current operation using trained assessors, it is preferable to train your own managers and supervisors / chefs / cooks.. One to ten people are trained together, there is an opportunity for non catering staff to participate as the skills learnt can equally be applied to other practical work for example cleaning, mailroom grounds laundry, etc.



On completion delegates

- fully understand the concept of productivity
- are expert in productivity techniques and analysis
- have developed an action plan to address on

**“productivity is never an accident It is always the result of a commitment to excellence, intelligent planning and focused effort “**

-PAUL J MEYER

Typically the program identifies up to 37 % non productive time where up to 23% of labour costs are normally recoverable.

Where the program includes training staff the focus is initially on a conceptual understanding of productivity and its practical application, development of a Facility Specific Action Plan, and a commitment to review progress over a twelve month period.

The flow on benefits to food service supervisors not only enables them to save labour hours or increase the output of the kitchen, but also lets them design ways to introduce new menus and service more productively in the future.

typical results of a productivity review

