

# HOW TO GET HONEST FEEDBACK FROM YOUR RESTAURANT STAFF

Understanding your restaurant staff's needs is key to building a great relationship and team. Consult this checklist for tried-and-true tips to help connect with your workforce and get honest feedback.

- ❑ **Allow for Anonymity:**  
Anonymous online surveys and suggestion boxes allow employees to be truthful about personal challenges, ideas for company growth, and how to improve current business practices.
- ❑ **Go Beyond Year-Only Reviews:**  
Reviews are great for talking to your staff about their strengths and areas for improvement. However, a yearly check-in isn't the most effective way to stay informed about current challenges. Monthly, quarterly, and even weekly check-ins are effective ways to address current challenges and provide actionable solutions.
- ❑ **Seek Out Their Solution-Based Ideas:**  
Your staff works with your operational protocols daily. As a result, they might have ideas to boost efficiency and profits. Ask your employees what suggestions they have for improvements. Encourage them to be transparent and get creative with their ideas. Employees may feel more comfortable providing these ideas anonymously.
- ❑ **Take the Time to Listen:**  
Talk to your staff about the unique challenges they face while on shift, no matter how big or small. Maybe the coffee maker is slow, or your point of sale system is outdated. No matter what the difficulties might be, take the time to listen.
- ❑ **Recognize When You Could Have Done Better:**  
Acknowledging your own missteps establishes a sense of accountability throughout all levels of the company. This goes a long way in establishing a culture of openness that will encourage your staff to follow suit.
- ❑ **Follow Through:**  
If your employee gives sincere feedback and then doesn't hear back from their manager, they could assume their ideas aren't important. Always circle back after a discussion to let your team member know what steps you are taking to address their suggestions or concerns.

