

How To Create An Efficient Work Environment For Your Employees

Table Of Contents

- 3. Introduction
- 4. Chapter 1: Hiring And Training
- 6. Chapter 2: Giving Recognition
- 8. Chapter 3: Keeping Communication Lines Open
- 9. Chapter 4: Adding Fun To The Workplace
- 11. Chapter 5: Using Technology
- 12. Conclusion

Introduction

For a business to have successful longevity, employee satisfaction is paramount as the workforce is the biggest resource of any company. Keeping employee engagement – defined by Gallup as ‘the involvement and enthusiasm of employees in their work and workplace’ – high will make your business see much better results in terms of productivity, loyalty and in turn, success. The more engaged the employees are, the more involved they are in the business and its success. The chances of them



going that extra mile for the business – even if they’re not the owners – increase. On the other hand, disengaged employees tend to work with much less interest and drive, leading to mediocre work. According to Gallup’s State Of The American Workplace Report, 51% of the employees of US companies are not engaged in their jobs and don’t seem to have been for quite a while. This pre-pandemic study shows that employee engagement stagnated for a long period even before the health crisis.

According to Andrew J. Oswald, Eugenio Proto, and Daniel Sgroi’s research on ‘Happiness And Productivity’, happy individuals have 12% more productivity. With such glaring examples of why employees should be kept happy and engaged, the question arises of how to create an efficient work environment for your employees to ensure success for your establishment.

Hiring And Training

This is the very first stage where the employee gets introduced to the company. Making a good impression helps start the process of making the employees happy with their choice of company. The hiring practices you follow show how you run the business and deal with the employees. While hiring and onboarding an employee can be a complex process, one needs to ensure to take the right decision for



the company and all involved. Hiring the right candidate for the job is essential. The person should not just be able to do all the work and responsibilities that come with the job but also be able to work with the team as a whole. Having someone lacking in either of the two can create problems and stress in the workplace, not just for the employee and management, but also for the other employees.

Post hiring, giving the right training is crucial in ensuring the employee knows what to do and how. It helps them in understanding the work, and also personally in updating and upgrading their knowledge. Training should be re-visited for all employees after a set amount of time to ensure all are up-to-date on their knowledge and their work. Helping employees evolve will show them you are as much interested in their growth as they themselves are, and in turn, they will be more dedicated to their work in return.

Here is why training and re-training help the employees:

- (1) It introduces trainees to new practices in the business world.
- (2) It makes them more confident in doing their work,
- (3) It makes them feel good as they acquire more skills and expertise.
- (4) It attracts them to seek promotions with more responsibilities.
- (5) It motivates them to work towards their preferred career path.
- (6) It inspires them to work better.

During such training, the responsibilities and roles of the staff need to be reinforced so that each of them knows their responsibilities and duties within the business. Evaluate the team and understand if the employees are doing the work that they're qualified for, and have an interest in. Check if there is anyone with the potential to move up the ladder. Know if all employees are working to their best capabilities or if anyone is a poor performer. A poor performer can pull down others around him or her too. In such cases, talking to the person to figure out the problem, and encouraging them to perform better can help. If that doesn't work, you might need to decide to do your best for the team instead.

Giving Recognition

Boosting the morale of your employees can help raise their happiness at work. Recognizing their contribution to the business and communicating the same to them helps boost employees' morale. Self-actualization is defined by psychologist Abraham Maslow as the highest level of psychological development, a state of being in which a person knows and accepts his or her strengths and weaknesses. Before one can achieve self-actualization, however, one must reach the stage of self-esteem,



including acceptance from peers and family. This acceptance at the workplace helps the employees in feeling appreciated and this – along with positive feedback –, in turn, makes them want to work better. There are different ways you can offer recognition and feedback to your employees:

- Awarding the top employee of the month. Whoever gets the best results, shows the most potential, offers the most help to others, etc. can be some of the set criteria that help you decide the “Employee Of The Month/Week”. This can be a photo of the person placed where everyone can see it.
- Giving incentives for milestones and achievements also helps. They can be something like a gift certificate, free lunch, or something along those lines. Incentives, however simple they may be, positively impact employees.

- Encouraging the idea that “no job is small” is a good way to ensure all employees, whatever role they have in the company, are equal.
- Including your employees in company updates keeps them involved and feeling more of a part of the business. Share the news regarding the positive happenings, like profit growth, any published article about the business, plans of expansion, etc.
- Giving positive praise – appreciation with the reason for it – always works well. It encourages the employees to excel in their work and exceed previous results.
- Sometimes the feedback or comment might not be a positive one, but giving it in a way that is not just a constructive criticism but has a positive spin to it, doesn’t disappoint the employee and makes him or her more receptive.
- Not treating employees as mere workers, but showing interest in their lives and building a relationship with them will go a long way in ensuring they feel personally involved in the business. Building the team as a “family” can be fulfilling for both the employees and the business.

Keeping Communication Lines Open

Having an open-door policy helps the employees know you are available to help. Let the employees know they can come to you for feedback, suggestions, help solving issues they can't, etc. This aids in decreasing any work stress that may arise if they don't feel heard. Keeping open communication between employees and management helps the business grow as it promotes a sense of belongingness and increases morale. Feeling unheard can make the employees feel disheartened and disengaged. While you cannot act on all suggestions and feedback, the



open-door policy will let them know their opinions are being considered and they aren't ignored.


Promoting open communication is not just helpful to the employees but also for the business. It helps the management get new perspectives, ideas, and insights that otherwise might not be accessible. Involve your team in decision-making as much as possible. Survey what schedules they prefer and if there's anything they'd like to change about restaurant processes. The great thing about obtaining ideas and suggestions from your team is that you're hearing straight from the front line. These employees are the ones who are deeply involved in these daily operations and are therefore more knowledgeable on what goes on. There's even a possibility they can teach you something about running a business based on their diverse and vast experience in the workplace.

Adding Fun To The Workplace

It is not just the salaries one gives to the employees that make them happy. Apart from monetary incentives, and promotions, giving employees a fun, comfortable, and creative work environment will help them have fun even when at work. This helps them get a break from the usual rigmarole and also works as a stress-buster. This doesn't take away from the actual work, and won't affect productivity. It will help increase productivity in the long run as the employees will be happy. It can be something completely budget-friendly that you can do regularly, or something done once a year or so. Here are some ideas:



- Theme dressing: Have the employees dress as per a certain pre-decided theme. It can be based on an upcoming festival or a certain important occasion. The employees enjoy stepping away from the typical, and the customers too get to have a unique experience they will remember, and come back for. Imagine a presidential look-alike serving the customers their dinner on the 4th of July or Santa Claus serving children their meal near Christmas. It will surely make for a great experience for all involved.
- Mini-parties can be held once a month, where the employees get to let their hair down and relax. It can just be a round of drinks together or catching a movie. It can just be a 30-odd minute break over an impromptu pizza and ice-cream party. Such times are great bonding sessions and icebreakers for the team too.



- Hosting families of the employees for special occasions or even for work parties can show the employees that they – and their families – are part of the big family that helps and celebrates with each other.

- Having a yearly group vacation or even a day-long picnic will give the employees some time-out and a chance to bond with each other. Games, barbeque, music, and fun activities will help them relax and rejuvenate.

Having the workplace be a fun place to be, encourages the employees there

be more productive and efficient. The fun activities will aid the employees in de-stress and not feel any burnout. The workplace doesn't just remain a place where they will clock in their work hours and leave. It will become a place where they meet friends and work towards a shared goal of success as they feel just as involved in the business. This leads to happy employees. Happy employees at a restaurant also result in better customer service and thus, happy customers. This helps in achieving better results in the bottom line.

Using Technology

In the digital age, when everything is getting a tech-driven makeover, it is natural that the restaurant industry follows suit. Technology helps with efficiency and productivity. It starts with something as basic as using a tablet to take orders which reduces time spent on manually noting orders and inventory. Inventory management is made easy with the use of technology. Technology can be used in different ways in restaurants.

Inventory management and POS system: With digitized inventory management and POS system that are synced together, keeping track of deliveries, stock and sales are made easy. Time, energy, and labor costs involved with doing things manually are drastically reduced. Automated



reports on sales, trends, etc. can be accessed at any time.

Social media and promotions: Digital platforms can be used to promote your business and gather feedback and reviews. Instagram, Facebook, and Twitter are good platforms to spread the word about the restaurant and attract customers. If you have a website or an app, that helps in promotions too. You can offer coupons, discounts, and such promos to attract more footfall. It also aids in online orders and delivery if the restaurant offers that.

Employee management: Employee timekeeping, scheduling, leave planning, payroll, etc. can be taken care of with software that helps with HR and management functions.

Payments and feedback: Customers can pay digitally with mobile payment apps and services. The feedback form can also be made available digitally so that all the feedback is collated together and can be accessed by management easily.

Conclusion

Success in the restaurant industry is finding the perfect formula – of good food, good service, and happy employees and customers – that works for the restaurant. The formula is not set in stone, but it needs all four aspects to be covered. Happy employees make the other three aspects easier. Creating an efficient work environment for the employees makes business processes run much smoother and it is beneficial for the bottom line too. The tips mentioned in the eBook will help ensure your business employees good practices that encourage employees and keep them happy at the workplace.



