

HOW TO HIRE

Restaurant Staff

Hiring the right restaurant staff is essential for success. But with the current labor shortage, it can be tough to find and retain qualified employees.

This guide will teach you how to hire the best restaurant staff, even in a tight market.



Preface

The restaurant industry is facing a major staffing shortage. In fact, according to the National Restaurant Association, one in five restaurant jobs is currently vacant. This shortage is having a significant impact on restaurants of all sizes, making it difficult to operate efficiently and provide a good customer experience.

This guide will provide you with the information and tools you need to hire and retain restaurant staff in a competitive market.

Topics covered in this guide:

- **Restaurant Staff Shortage:** What is it and why is it happening?
- **Restaurant Worker Shortage:** How to attract and retain workers in a tight market
- **How Many Servers for 100 Guests:** A general guideline for determining how many servers you need for a given number of guests
- **Restaurant Position Chart:** A breakdown of the different positions in a restaurant and their responsibilities
- **How Many Tables Can a Server Handle:** A general guideline for determining how many tables a server can have at once comfortably
- **How Many Managers Should a Restaurant Have:** A general guideline for determining how many managers you need for a given size restaurant

By following the tips and advice in this guide, you can improve your chances of hiring and retaining the best restaurant staff possible.



Restaurant Staff Shortage:

What is it and why is it happening?

The restaurant staff shortage is a situation in which there are not enough workers to fill all of the open positions in the restaurant industry. This shortage is having a significant impact on restaurants of all sizes, making it difficult to operate efficiently and provide a good customer experience.

There are a number of factors that have contributed to the restaurant staff shortage, including:

- **The COVID-19 pandemic:** The pandemic caused many restaurants to close or operate at reduced capacity, which led to job losses for many restaurant workers. Many workers also left the industry altogether due to concerns about their health and safety.
- **An aging workforce:** The restaurant industry has an aging workforce, with many workers reaching retirement age. This is leading to a decrease in the number of available workers, as well as an increase in the number of experienced workers who are leaving the industry.
- **Competition from other industries:** The restaurant industry is competing with other industries for workers, such as retail and healthcare. These industries often offer higher wages and better benefits, which can make it difficult for restaurants to attract and retain workers.
- **The rising cost of living:** The rising cost of living is making it difficult for many people to afford to work in the restaurant industry, which is known for its low wages and long hours.





The restaurant staff shortage is a complex problem with no easy solutions. However, there are a number of things that restaurants can do to improve their chances of hiring and retaining staff, such as:

- Offering competitive wages and benefits
- Creating a positive work environment
- Providing opportunities for training and development
- Offering flexible scheduling options
- Recognizing and rewarding employees for their hard work
- Upgrading to Lavu contactless technology

By taking these steps, restaurants can make themselves more attractive to potential employees and help to reduce the impact of the staff shortage.

“Lavu’s Contactless orders and payments have been a lifesaver for our restaurant during the staffing shortage. **They have allowed us to continue operating with fewer staff members, while still providing excellent customer service.**”



Restaurant Worker Shortage:

How to attract and retain workers in a tight market

The restaurant worker shortage is a major challenge facing the industry today. With so many open positions, it can be difficult to attract and retain qualified workers. However, there are a number of things that restaurants can do to improve their chances of success.

Here are a few tips:

- **Offer competitive wages and benefits.** This is one of the most important things you can do to attract and retain workers. Make sure your wages are in line with other restaurants in your area, and offer a comprehensive benefits package that includes health insurance, paid time off, and retirement savings options.
- **Create a positive work environment.** This means fostering a culture of respect and teamwork, and providing employees with the resources and support they need to succeed. It also means being flexible and understanding when it comes to employee needs, such as scheduling and childcare.
- **Provide opportunities for training and development.** Workers want to feel like they are growing and learning in their jobs. Offer them opportunities to cross-train in different areas, and provide them with access to training and development programs. This will help them to develop new skills and advance their careers.



- **Offer flexible scheduling options.** Many workers today are looking for jobs that offer flexible scheduling options. This could include allowing them to work part-time, have staggered shifts, or take time off as needed. By offering flexible scheduling options, you can make your restaurant more attractive to a wider range of workers.
- **Recognize and reward employees for their hard work.** When employees feel appreciated, they are more likely to stay with their jobs. Make sure to recognize and reward your employees for their hard work and dedication. This could be done through employee recognition programs, bonuses, or other rewards.

By following these tips, you can improve your chances of attracting and retaining workers in a tight market.

Here are some additional tips that may be helpful:

- **Partner with local schools and community colleges.** This is a great way to connect with potential employees who are interested in a career in the restaurant industry. You can offer internships, job shadowing programs, and other opportunities to help students learn more about the industry and develop the skills they need to be successful.
- **Use social media to reach potential employees.** Social media is a great way to connect with potential employees and promote your job openings. Be sure to post regularly about your restaurant and its culture, and use relevant hashtags to reach a wider audience.
- **Work with a staffing agency.** A staffing agency can help you to find qualified candidates for your open positions. They can also help you with the hiring process, such as screening resumes and conducting interviews.

By taking these steps, you can increase your chances of success in attracting and retaining workers in a tight market.



How Many Servers for 100 Guests:

A general guideline for determining how many servers you need for a given number of guests

The number of servers you need for 100 guests will vary depending on a number of factors, including the type of restaurant, the service style, and the complexity of the menu. However, there is a general guideline that you can use to determine how many servers you need.

A good starting point is to have one server for every 25-30 guests. This will ensure that your guests receive prompt and attentive service. If you have a more complex menu or a more casual dining experience, you may need to have more servers. For example, if you are serving a multi-course meal or if you have a buffet, you may need to have one server for every 15-20 guests.

Here are some additional factors to consider when determining how many servers you need:

- **The size of your restaurant.** If you have a small restaurant, you may not need as many servers as if you have a large restaurant.
- **The layout of your restaurant.** If your restaurant has a complex layout, it may take longer for servers to get around, so you may need to have more servers.
- **The type of event you are hosting.** If you are hosting a large event, such as a wedding or banquet, you will need to have more servers than if you are hosting a typical dinner service.
- **Your budget.** Servers can be expensive, so it is important to factor in their cost when determining how many servers you need.
- **Your technology offered.** For example, by using Lavu POS with contactless payments, you can operate a lean restaurant while maintaining customer satisfaction.





If you are unsure how many servers you need, it is always better to err on the side of caution and have more servers than you think you will need. This will help to ensure that your guests have a positive dining experience.

Here are some tips for managing your servers effectively:

- **Create a seating chart.** This will help to ensure that your servers are evenly distributed and that each server has a manageable number of tables. Use Lavu POS's table management system.
- **Assign roles and responsibilities.** This will help to ensure that everyone knows what they are supposed to be doing and that there is no confusion.
- **Communicate effectively.** Be sure to communicate with your servers about any special requests or changes to the menu.
- **Provide support.** Be available to answer your servers' questions and help them with any problems that they may encounter.

By following these tips, you can ensure that your servers have the tools and support they need to provide excellent service to your guests.



Restaurant Position Chart:

A breakdown of the different positions in a restaurant and their responsibilities

Here is a breakdown of the different positions in a restaurant and their responsibilities:

Front of House:

- **Host/Hostess:** Greets guests, seats them at their tables, and provides menus.
- **Server:** Takes orders from guests, delivers food and drinks, and answers questions.
- **Bartender:** Prepares and serves drinks to guests.
- **Cashier:** Processes payments from guests.
- **Manager:** Oversees all front-of-house operations, including seating guests, training staff, and resolving customer complaints.



Back of House:

- **Executive Chef:** Creates and oversees the restaurant's menu.
- **Sous Chef:** Assists the executive chef and helps to prepare food.
- **Line Cook:** Prepares food to order following the recipes created by the chef.
- **Prep Cook:** Prepares ingredients for the line cooks, such as chopping vegetables and cooking meat.
- **Dishwasher:** Washes dishes and utensils.
- **Manager:** Oversees all back-of-house operations, including food preparation, inventory, and sanitation.

In addition to these core positions, there are a number of other jobs that may be found in a restaurant, such as:

- **Food Runner:** Delivers food from the kitchen to the tables.
- **Busser:** Clears tables, restocks supplies, and helps with other general tasks.
- **Sommelier:** Wine expert who helps guests choose wine and provides wine service.
- **Maître d'hôtel:** Head waiter or waitress who oversees the front-of-house operations.

The specific positions that are available in a restaurant will vary depending on the size and type of restaurant. However, the positions listed above are some of the most common positions found in restaurants of all types. **It is important to note that many of these positions require different skills and experience levels. For example, servers typically need to have good customer service skills and be able to multitask. Line cooks, on the other hand, need to have strong culinary skills and be able to work quickly and efficiently.**



How Many Tables Can a Server Handle:

A general guideline for determining how many tables a server can have at once comfortably

The number of tables that a server can handle comfortably will vary depending on a number of factors, including the type of restaurant, the service style, the complexity of the menu, and the server's experience level. However, there is a general guideline that you can use to determine how many tables a server can have at once.

A good starting point is to have one server for every 4-5 tables. This will ensure that your servers are not overloaded and that your guests receive prompt and attentive service. If you have a more complex menu or a more casual dining experience, you may need to have fewer tables per server. For example, if you are serving a multi-course meal or if you have a buffet, you may need to have one server for every 2-3 tables.



Here are some additional factors to consider when determining how many tables a server can handle at once:

- **The size of your restaurant.** If you have a small restaurant, your servers may not be able to handle as many tables as they could in a larger restaurant.
- **The layout of your restaurant.** If your restaurant has a complex layout, it may take longer for servers to get around, so you may need to have fewer tables per server.
- **The type of event you are hosting.** If you are hosting a large event, such as a wedding or banquet, your servers will need to be able to handle fewer tables per server.
- **Your budget.** Servers can be expensive, so it is important to factor in their cost when determining how many tables a server can handle at once.

If you are unsure how many tables a server can handle comfortably, it is always better to err on the side of caution and have fewer tables per server. This will help to ensure that your servers are able to provide excellent service to your guests.

Here are some tips for helping your servers handle more tables:

- **Provide them with the tools they need.** This includes things like a comfortable uniform, a tablet or other mobile device, and a well-stocked server station.
- **Train them properly.** Make sure that your servers are trained on all aspects of the job, including food and beverage knowledge, table service skills, and customer service skills.
- **Set them up for success.** This means creating a seating chart that is easy to follow and assigning tables to servers in a way that is fair and equitable.
- **Support them throughout the shift.** Be available to answer their questions and help them with any problems that they may encounter.

By following these tips, you can help your servers to handle more tables comfortably and provide excellent service to your guests.



How Many Managers Should a Restaurant Have:

A general guideline for determining how many managers you need for a given size restaurant

The number of managers that a restaurant needs will vary depending on a number of factors, including the size of the restaurant, the type of restaurant, and the complexity of the operation. However, there is a general guideline that you can use to determine how many managers you need.

A good starting point is to have one manager for every 25-30 employees. This will ensure that your managers are not overloaded and that they have the time to properly oversee their staff and operations. If you have a more complex operation, such as a fine dining restaurant or a large restaurant with multiple dining rooms, you may need to have more managers.

Here are some additional factors to consider when determining how many managers you need:

- **The size of your restaurant.** If you have a small restaurant, you may only need one manager. However, if you have a large restaurant with multiple dining rooms, you may need multiple managers.
- **The type of restaurant.** Some types of restaurants, such as fine dining restaurants and fast food restaurants, require more management oversight than others.
- **The complexity of your operation.** If you have a complex operation, such as a restaurant with multiple kitchens or a restaurant that hosts large events, you may need more managers.
- **Your budget.** Managers can be expensive, so it is important to factor in their cost when determining how many managers you need.



If you are unsure how many managers you need, it is always better to err on the side of caution and have more managers than you think you will need. This will help to ensure that your operation is running smoothly and that your guests are having a positive experience.

Here are some tips for managing your managers effectively:

- **Set clear expectations.** Make sure that your managers know what their roles and responsibilities are.
- **Provide them with the resources they need.** This includes things like training, support staff, and equipment.
- **Give them autonomy.** Allow your managers to make decisions and run their operations without constant micromanagement.
- **Hold them accountable.** Set goals for your managers and track their progress. Provide them with feedback and coaching on an ongoing basis.

By following these tips, you can ensure that your managers have the tools and support they need to be successful. Visit www.cardsprocessed.com/restuarant-solutions today to see how we can help!

