

Fire Side Chat November 23, 2016

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What was brought up at the meeting:

- The liquor program, product availability and pricing
- Staff would like more input on what to have behind the bar
- Look into our inventory of what products we have eg. We only have two rums
- More variety on tap
- Coors light is always asked for

Solution: Have a monthly beverage meeting with senior bartenders to discuss products, trends, what is working, what isn't. Have the reps come. We will let you know when the first meeting is set!

Support Staff

- A lot of staff have been asking to go early, it should be the managers call
- Some support staff feel they do more work than others and are tired of picking up the slack
- Tip pool discussion: maybe support that stay later should get more of a tip out??
- More positive reinforcement from managers

Solution: Support who work hard need to encourage their peers to work hard as well. Everyone's goal is to move up at some point. If you work hard your efforts will be noticed. Management to keep an eye on support making sure everyone is pulling their weight. From now on managers will make the call on who goes home early.