



Where to Put Time: Front of House

FOH: Offers, Pacing, Expo Discipline

Purpose

Turn regained FOH hours into higher checks, cleaner pacing, smoother handoffs, and fewer bottlenecks at expo. This section helps managers place time where guests feel it and where revenue moves.

Why FOH Redeployment Matters

When automation stabilizes the back of house, the front of house gains usable time in the form of cleaner handoffs, tighter pacing, and fewer resets. These cycles change the guest experience immediately.

FOH redeployment focuses on natural offers, pacing rules, and the movement of plates from expo to table. These improvements increase check averages, shorten table turns, and reduce mistakes without pressuring staff.

High-Value FOH Uses of Regained Time

Natural Offers and Attach Items

Use regained cycles to make natural suggestions that fit the guest flow. Servers have more bandwidth to engage and offer add-ons like desserts, signature drinks, or shareables.

Pacing and Table Management

Direct regained time to pacing rules that reduce bunching, improve table flow, and prevent choke points during busy periods.

Expo and Runner Discipline

Assign time to cleaner handoffs, quicker table drops, and fewer stalled tickets. Small changes at expo often drive both speed and guest satisfaction.

Pre-Bus Flow

Use regained time to clear plates early and keep tables visible. This improves guest comfort and accelerates turns without rushing the dining experience.



Inputs

Attach items, pacing gaps, payment flow delays, and recent service notes.

Output

An Offer Tracker and Turn Calculator XLSX that helps FOH teams track natural offers, pacing decisions, handoff discipline, and table turns while assigning regained FOH cycles where they matter most.