



Manager FAQ: Operating Cooking Robots & Redeployment

Practical answers to the most common operational questions managers ask when running kitchen automation.

Performance & Labor Strategy

Q1: Why keep labor hours instead of cutting them after automation?

A: Because when measured properly, redeployment often outperforms labor cuts: upsell, throughput, and waste control.

Q2: How do we set realistic performance targets?

A: Use your baseline and aim for modest lifts: +5 points in dessert or add-on attach, ~5% RevPASH growth, and portion control within ± 2 grams.

Q3: What usually breaks first with upselling when something goes wrong?

A: Ticket times. If service slows, pause mid-rush offers or simplify the promoted item.

Operations & Data



Q4: How many tests should we run at once?

A: One kitchen test and one service test at a time.



Q5: Who owns the performance numbers?

A: One designated data owner. Definitions must be locked, and results should be posted by Friday at 2 p.m. each week.



Q6: Who owns the performance numbers?

A: Mini-SOPs, photo references, and onboarding built around two core plays.

Q7: Does portion control really impact profit that much?

A: Yes. A 2–4% over-portion can leak hundreds of dollars per month per item.

Training & Adoption

Q8: How do we train without holding long meetings?

A: Ten-minute pre-shift drills with two role-plays and one recognition.



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