

Kitchen Automation Staff Playbook

Turning robot time into revenue



This playbook gives managers a complete system for turning robot-freed time into measurable value. Each section explains one part of the approach, and many include a matching Manager Reference Sheet. These reference sheets support daily execution, help you quantify ROI, and give you the structure to scale improvements across multiple locations.

How to use this playbook

Use the playbook to understand the framework

Read through each section to grasp the complete redeployment approach and the logic behind it.

Use the Manager Reference Sheets to run the plays

Apply these tools during the week to strengthen skill development, evaluate financial impact, and build consistency from store to store.

- ☐ Where a section has a corresponding sheet, you will see: **See the Manager Reference Sheet – "[Name]."**

Executive summary

Robots give you back time. This playbook shows you how to turn that time into revenue you can see on the scoreboard and service your guests can feel.

We map where capacity opens up, assign that capacity to work that moves the needle, then prove the outcome with simple math.

1. Why redeployment matters

Labor markets are tight and turnover hurts. Repetitive tasks create fatigue and inconsistency. Robots take on that repeatable work so your team can focus on the parts of service that create margin and loyalty.

The risk is leaving the win on the table. If you do not redeploy the time you just created, you capture only a fraction of the value. A deliberate plan converts minutes into money: better pacing on the floor, steadier execution on the line, and offers that fit the moment.

What this playbook delivers

01

A simple way to see where time is freed in both kitchen and service

02

Clear plays for where to invest that time for financial impact

03

A math check to confirm redeployment beats simple hour cuts

 **See the Manager Reference Sheet – Why redeployment matters.**

2. Where the time comes from

Robots change three levers: cycle time, variability, and rework. The net effect is minutes you can bank in specific roles. You do not need a complex model. You need a shift-level view that mirrors real volume.

What shifts, concretely

1

Back of house

Fry cycles, sauté timing, portioning, and batch prep become predictable. Misfires and remakes drop. That consistency opens prep capacity and protects plate time.

2

Front of house

Running and bussing ease up when the pass flows. With a steady expo, servers stop backtracking and the room paces more evenly. Cornell's service research shows table mechanics and pacing meaningfully shape both dwell time and spend.

Time-budget map you post each day

Create a one-page grid. Roles on the left. Key tasks across the top. Estimate minutes freed for a real Tuesday lunch and a real Friday dinner. Do not average across the week. Capture variance by daypart so tomorrow's plan matches reality. This shows where usable time is banked that you can reinvest.



Columns to Include



Minutes saved per task



Where that time was invested today



Bottlenecks seen



Small fix to test tomorrow

Research signals you can bank on

Labor remains tight. A majority of operators report hard-to-fill roles, which raises the value of each minute you free.

Pacing and table mechanics matter. Seemingly small service frictions change dwell time and revenue.

Takeaway: Find the minutes, by role and daypart. Post them. Tomorrow's redeployment plan starts there.

See the Manager Reference Sheet – Where the time comes from.



3. The redeployment thesis

You can cut hours and bank the savings. Or you can keep hours and invest them in revenue and reliability. In many operations, the second path wins once you track contribution dollars, throughput, and waste.

Why the math often favors redeploying

Check lift from useful offers

Controlled studies find verbal prompts for sides and desserts can push attach rates into double-digit gains. Even small percentage lifts add up at volume.

Throughput without rush

Cleaner pacing and faster turns drive revenue per seat. Research on table mechanics, reservations, and tabletop flows ties dwell time management to higher sales.

Waste and yield

Portion control and targeted waste programs move straight to margin. AI-assisted tracking has shown double-digit waste reductions in foodservice settings.

What success looks like in practice

- Average check ticks up from one relevant offer at the right moment.
- Seats turn a little faster because the pass stays clear and expo is owned.
- Waste drops because portions are tight and batch sizes match demand.

Quick decision rule

Run the daily comparison: upsell contribution + throughput lift + waste savings versus hour cuts. Choose the larger number. Repeat weekly, in public, so the team sees the why.

Takeaway: Treat minutes like capital. Invest them where contribution grows and friction falls. Let the scoreboard decide, not a hunch.

 **See the Manager Reference Sheet – The redeployment thesis.**



4. Story: what happens after robots arrive

A month-long arc you can recognize and run.

Week 1 - stabilize and set the loop

The robot takes over sauce cycles. A line cook gains five hours. That time funds a premium side and a small dessert that both plate fast.

Mise is locked by 10:45 a.m. A five-minute huddle starts each shift: yesterday's slowdown, today's single focus, one recognition.

Week 2 - FOH shifts from sprinting to staging

Servers stop racing end-to-end. One teammate owns table touches in the busiest zone. Offers are simple and relevant.

The pass stays clear because expo has a single owner. Cornell work links these mechanics to better spend and steadier turns.

Why this works

Predictable cycles and tight portions cut rework. Capacity reappears where it helps most. Restaurant Dive

FOH play you can run today

Three moments only: at order, mid-meal, and check drop. One offer per moment. If they already have a side, save dessert for the check.



3

Week 3 - the quiet win shows up in the numbers

Attach rate on the premium side rises. Ticket times hold steady. The Friday board includes three numbers and one lesson. You keep the side, tweak the dessert, and park anything that drags the line.

4

Week 4 - scale the keeper, codify the habit

The kitchen locks a no-waste dessert that uses trim. FOH keeps the natural script. You publish a one-page mini-SOP with plate time standards and a photo. Waste slides down and contribution rises. Studies show food waste cuts translate directly to cost savings. ScienceDirect

Evidence you are on the right track: Coaching plus a clear target can lift dessert and side sales without hurting pace. ScienceDirect

Sidebar: quick case points from the field

- Operators piloting automated fry stations report smaller footprints and faster installs in newer generations, which lowers disruption during rollout.
- Vendors cite consistency and reliability as the core benefit. Treat those minutes as investable, not incidental.

Takeaway: Robots create the time. The loop turns that time into money. Stabilize, stage, measure, then scale what works.

📄 **See the Manager Reference Sheet – Story: what happens after robots arrive.**

5. The math managers can run

Use this to decide whether to cut hours or redeploy them.

Define

- Covers per day: C
- Average ticket before upsell: T
- Dessert price: D , beverage price: B , premium side price: S
- Gross margin on each: M_d , M_b , M_s
- Incremental attach lift in percentage points: Δd , Δb , Δs
- Fully loaded wage per hour: W
- Hours freed per day: H

Revenue contribution from upsell per day

- Incremental desserts sold = $C \times \Delta d$
- Contribution = $C \times \Delta d \times D \times M_d$
- Do the same for beverages and sides, then sum

Labor savings if you cut hours

- Savings per day = $H \times W$

If upsell contribution per day exceeds labor savings per day, keep the hours and redeploy. If throughput improves, add that as well:

- Incremental covers = $C \times$ throughput lift
- Contribution from throughput = incremental covers $\times T \times$ margin



Worked example

Upsell Contribution

- $C = 200$ covers
- $D = 7$, $M_d = 0.65$, $\Delta d = 8\% \rightarrow 16$ desserts $\rightarrow 16 \times 7 \times 0.65 = \72.80
- $B = 4$, $M_b = 0.80$, $\Delta b = 10\% \rightarrow 20$ beverages $\rightarrow 20 \times 4 \times 0.80 = \64.00
- $S = 3$, $M_s = 0.60$, $\Delta s = 5\% \rightarrow 10$ sides $\rightarrow 10 \times 3 \times 0.60 = \18.00
- Daily upsell contribution = \$154.80

Labor savings if you cut hours

- $H=5$ hours, $W=\$24 \rightarrow \120 per day

Result

\$34.80

Upsell gain

Redeploying wins by 34.80 dollars per day on upsell alone.

\$70.20

Throughput Bonus

If throughput lifts 3% $\rightarrow 6$ more covers $\times \$18$ ticket $\times 0.65$ margin = \$70.20 extra.

\$225

Total daily advantage

Total daily advantage = \$225.00 over cutting

Takeaway: Run this with your numbers. Most operators see redeployment win once you add either attach lift or throughput lift.

 See the Manager Reference Sheet – The math managers can run.

5A. Portion control economics - math sidebar

Why two grams matters

Assume a premium side targets 150 g. Actual average creeps to 156 g – a 4 percent over-portion.

- Food cost per portion at target: \$1.00
- Over-portion cost increase: 4% → 0.04 per plate
- 300 plates per day → \$12 per day in hidden cost, or \$ 360 per month
- If three items drift similarly, you leak \$1,000+ per month

Tightening the portion

Move variance from ± 5 percent to ± 2 percent with pre-weighed packs or a labeled scoop.

- New over-portion cost per plate: about 0.02
- Savings on the same volume: about \$6 per day per item
- Combine with a 2-point attach lift and the margin stack gets meaningful



**1**

Batch size and waste

Smaller, more frequent batches cut throw-outs.

If you reduce end-of-day discard on a side from 5 percent to 2 percent on 300 plates with \$1 food cost, you save \$9 per day. Pair with waste tracking for larger gains.

2

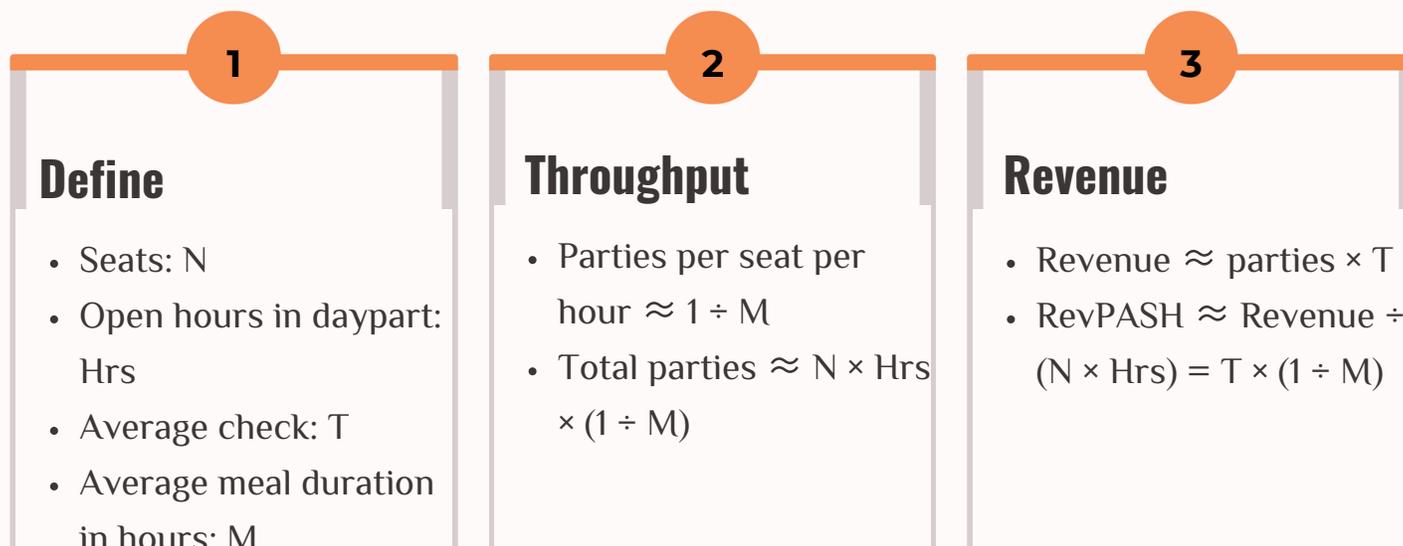
Quick tool

Post the target portion weight and acceptable variance at the station.

Weigh ten plates randomly per shift. If three or more are out of range, retrain or change tooling.

5B. Table turn math - RevPASH sidebar

Revenue per Available Seat Hour (RevPASH) blends check size with speed.



Implications

- A small reduction in M lifts RevPASH linearly even if T stays flat.
- Example: T = \$18. If M drops from 1.00 hour to 0.92 hour through cleaner expo and pre-bussing, RevPASH rises from \$18.00 to \$19.57 – about 8.7 percent.
- If a single, relevant offer also lifts T by 3 percent, RevPASH reaches \$20.16. That is the compounding effect of better pacing plus a smart offer.

Guardrail

Do not chase turns if complaints rise. If friction increases, pause mid-rush offers or simplify the featured item.



6. Where to put the time: back-of-house

Objective

Turn freed minutes into margin, speed, and consistency without adding chaos..

A. Menu innovation that fits your line

- **Weekly special with existing SKUs** Choose an item you can prep in batches, plate in under 45 seconds, and price for contribution dollars. **Template:** item name, batch size, portion weight, plate time, price, contribution per plate, stop rule.
- **No-waste dessert or snack** Use trim or overstock. Standardize garnish so it photographs well and travels cleanly.
- **Pilot cadence** One new item per week with a single station owner. If it drags the line, pause and fix.

B. Yield and waste control that shows up on P&L

- **Pre-portion discipline:** Labeled scoops or pre-weighed packs. Post the target portion at the station.
- **FIFO with a visible map:** Shelf map on the wall. Stickers with prep date and owner. No relabeling gaps.
- **Daily waste log:** One photo at close per category. Three lines: cause, fix, owner. Review on Friday.

C. Speed enablers that keep the pass clear

- **Mise deadlines:** 10:45 a.m. for lunch, 4:45 p.m. for dinner. Station owner signs off.
- **Sixty-second resets:** Every half hour, quick wipe and restock. Timed by the line lead.
- **Expo clarity:** One owner during peak. Tickets never sit unclaimed. No double handling.

D. Five freed hours put to work (example split)

- 2:00 hours – batch prep for the premium side and dessert
- 1:00 hour – portioning and yield control
- 1:00 hour – mise and station resets to protect speed
- 1:00 hour – cross-training a junior on a repeatable skill

E. BOH mini-SOPs

- Batching: weigh, label, log. Target variance ± 2 g.
- Plating: plate in under 45 seconds. Photo sample at station.
- Stop rule: if plate time exceeds 60 seconds for two checks in a row, pull the item until reset.

F. BOH scorecard

- Portion variance by item
- Waste percentage by category
- Plate time on two benchmark dishes
- Contribution dollars from the two featured items

Takeaway

Back-of-house turns minutes into contribution by protecting portions, tightening mise, and introducing only innovation that runs fast on your line.

 See the Manager Reference Sheet – Where to put the time: back-of-house.



7. Where to put the time: front-of-house

Objective

Use freed minutes to raise check, protect turns, and deliver care guests notice.

A. Natural, useful offers

- Order moment: “Most guests who order the chicken add the roasted broccoli. It comes out quickly and shares well.”
- Mid-meal: “Kitchen has a small dessert today if you want to save room. I can split it for the table.”
- Check drop: “Would you like coffee with dessert, or should I bring the check as is?”

Rules: one offer per moment, relevant to the table, said with a genuine read.

B. Throughput habits that do not feel rushed

Pre-bus quietly. Keep small trash moving. Expo owner at peak. Seat the next table within two minutes once a check closes.

C. Upsell focus without scripts that sound scripted

Affirm the choice. Offer one thing that fits. Close the loop: “Happy to bring it now or add later.”

D. Two freed hours put to work

- 1 hour – table touches at high-impact sections
- 30 minutes – staging and resets that keep turns steady
- 30 minutes – feedback loop to the kitchen on asks and stockouts

E. FOH micro-training

- Ten minutes in pre-shift.
- Today's single line.
- Two role-plays.
- One note on what not to do.
- One person observes and gives a specific compliment.

F. FOH scorecard

- Attach rates for dessert, premium side, and a featured beverage.
- Average check and mix shift.
- Seat-to-order time and table turns during peak.

Takeaway

Front-of-house uses capacity to create moments of care and one relevant offer. That combination lifts check size without pressure and keeps the room moving.

 See the Manager Reference Sheet – Where to put the time: front-of-house.



8. Change management that actually sticks

Objective

Turn a new tool into a normal week with clear roles, visible wins, and steady reinforcement.

A. Sponsor map and decision rights

Executive sponsor

Sets the why, clears roadblocks quickly, reviews the Friday scoreboard, and makes the "keep vs cut hours" call when the math is posted.

Operator lead

Owens day-to-day changes, training cadence, experiment approvals, and communication with shift leads.

Data owner

Maintains definitions, pulls numbers the same way every week, posts by Friday 2 p.m., and archives the trend.

B. Stakeholder heat map

List roles affected (line leads, servers, prep cooks, hosts). Mark influence and interest (high/low).

Outreach plan

- High influence / high interest → involve in weekly reviews.
- High influence / low interest → short executive updates with clear asks.
- Low influence / high interest → give visibility and small ownership tasks.
- Low influence / low interest → inform at milestones.

C. Narrative you repeat

"Robots remove repetitive tasks. We invest the time in better service and better margins."

"No schedule reductions without a public math review."

"If the scoreboard proves a better way, we switch. Fast."

D. Training loop

1

Kickoff:

one page on how the robot changes the shift, plus the first two redeployment plays.

2

Micro-skills:

ten minutes per shift. One FOH line. One BOH technique.

3

Shadowing:

pair a strong operator with a learner for one focused task.

4

Job aids:

mini-SOPs with photos and time standards at the station.

E. Communication rhythm

Daily:

five-minute standup – yesterday's bottleneck, today's single focus, one recognition.

Weekly:

scoreboard review – attach, waste, turns, RevPASH, and a short "what we learned."

Monthly:

retro – keep, cut, and next test. Update SOPs and onboarding.

F. Incentives and recognition

1

Celebrate specific behaviors ("Jesse pre-portioned sides to ± 2 g and cut plating time by 12 seconds").

2

"Saved our shift" board with concrete actions.

3

Preferred shifts and small perks tied to participation in tests and training.

G. Risk log with simple responses

Fear of replacement → share schedules and the math review openly; show redeploy wins.

Feature creep → limit to one menu test and one FOH behavior at a time.

Data drift → lock metric definitions for the quarter; one data owner.

Tool fatigue → keep job aids at the station; no long meetings.

Manager dependency → rotate who runs the loop; include in onboarding.



H. Adoption checkpoints

1

30 days

Team can explain the why and run one test without hand-holding. Scoreboard is posted reliably.

2

60 days

Behavior holds when managers are off. SOPs reflect keepers. Guest friction stable or falling.

3

90 days

Training is in onboarding. Results show up in the P&L. Decision rights are clear and routine.

Optional firmer lines

- "We will change one thing at a time and make it obvious."
- "If the numbers do not move, we stop. No pride of authorship."

Takeaway: Change sticks when the story is consistent, the scoreboard is visible, and the behaviors are small enough to practice daily.

 **See the Manager Reference Sheet – Change management that actually sticks.**



9. The weekly operating loop

1

Monday – set the bet

Pick one kitchen test and one service behavior. Write them where everyone can see. Identify the single friction to reduce.

2

Tue–Thu – run and observe

Clipboard at the pass. Note what slowed you down, what guests loved, and what ran out. Fix one small thing daily.

3

Friday – show your work

Post the scoreboard by mid-afternoon. Walk the team through two numbers and one lesson. Decide to scale, tweak, or stop. If you scale, document the mini-SOP so it survives the weekend crew.

4

Saturday – protect the peak

No experiments. Managers on the floor. Run the proven play.

5

Sunday – reset and train

Ten minutes of micro-training. Rotate who teaches. Assign next week's owners.

Loop guardrails

- One test in kitchen and one in service
- Visible goals and stop rules
- Named ownership and recognition

📄 See the Manager Reference Sheet – The weekly operating loop.

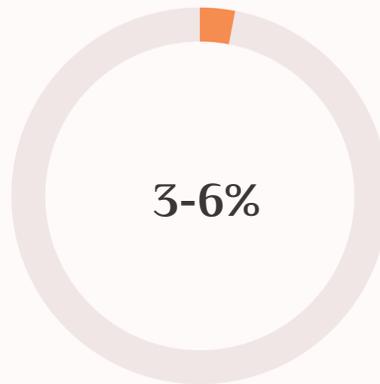


10. KPIs that prove it works — targets and alerts

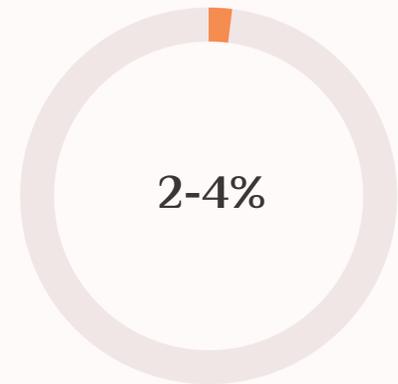
Revenue and margin



Dessert attach
Points vs baseline



Premium side attach
Points increase



Average check
Up with stable comp

Contribution from featured items trending up for three weeks before lock-in

Throughput and experience

- Seat-to-order during peak under seven minutes
- Ticket time on two benchmark dishes holds or improves while attach rises
- Table turns nudge up without complaints rising
- Track RevPASH to see pacing and check size together

Operations control

- Portion variance within ± 2 g or ± 5 percent by item
- Waste percentage falling week over week with a noted cause
- Prep on time against mise deadlines four of five weekdays

Alert rules

- If attach rises and ticket time slips, pause mid-rush offers or simplify the featured item.
- If waste improves and attach stagnates, revisit the offer line and the item choice.
- If metrics look great only when one manager is on, training is person-dependent. Fix the handoff.



See the Manager Reference Sheet – The weekly operating loop.

11. Templates you can run today

Objective

Give managers printable, one-page tools that make redeployment real on the next shift. Each template fits on one page and shares three rhythms: Today's Focus, Results, and What We Change Tomorrow.



11 A) Redeployment tracker (daily, one page, printed)

Description: Shift and daypart. Weather or event note. Hours freed by role and where invested with owner initials. Today's kitchen test and FOH behavior with stop rules. **Results:** attach, waste, ticket time. **Notes:** one bottleneck, one guest moment, one fix for tomorrow.

Header

- Date, Daypart, Weather/Event note
- Manager on duty, Expo owner, Shift lead

Freed time and investment

- BOH hours freed (by station): ___ → Invested in: [Batching] [Portion control] [Dessert/side prep] [Cross-training]
- FOH hours freed (by zone): ___ → Invested in: [Table touches] [Staging/resets] [Feedback to kitchen]

Today's plays

- Kitchen test: name, owner, plate-time target, stop rule
- FOH behavior: single offer line, moment (order / mid / check), guardrail



Scoreboard (three numbers)

- Attach rates: dessert __% | premium side __% | featured bev __%
- Ticket time benchmark dishes: dish A: __ | dish B: __
- Waste % by category: protein __% | produce __% | bakery __%

Notes

- One bottleneck
- One guest moment
- One fix for tomorrow

Sign-off

- Line lead ___ | Expo ___ | Manager ___



11 B) One-week experiment card (fits half a page)

Hypothesis in one sentence. Setup steps on half a page. Success metric and threshold. Stop rule if it drags the line or annoys guests. Owner, start date, review date.

Hypothesis

If we [change X], then [metric Y] will improve by [Z] because [reason].

Setup (checklist)

- Ingredients/tools ready
- Station photo updated
- Offer line posted
- Mini-SOP printed

Success metric and threshold

- Primary metric (for example, dessert attach +5 points)
- Guardrail (ticket time \leq +60 seconds)

Stop rule

- If plate time exceeds 60 seconds in two consecutive checks, pause

Owner and dates

- Owner ___ | Start ___ | Review (Fri) ___

Results (Fri)

- keep | tweak | cut
- two-line lesson



11 C. Five-minute huddle script (laminated card)

1. Yesterday's bottleneck (60 seconds)

- "We got stuck at expo when...
Today we will fix it by..."

2. Today's single focus (90 seconds)

- Kitchen: "Portion to ± 2 g on premium side."
- FOH: "One relevant offer at mid-meal only."

3. Two quick role-plays (90 seconds)

- Server A practices the line; Server B gives one specific note
- Swap once

4. Recognition (60 seconds)

- "Shout-out to ___ for
of that."

5. Post the numbers (30 seconds)

- Yesterday's attach / ticket time / waste

11 D. Mini-SOP template (one keeper per page)

Purpose

Why this exists in one sentence.

Steps (1–5)

1. Prep...
2. Portion...
3. Plate...
4. Garnish...
5. Pass timing...

Time standard and photo

- Plate under __ seconds. Photo reference printed.

Common failure → quick fix

- "Sauce spread uneven → use ladle size X."

Ownership

- Owner ___ | Review date ___

Summary:

Purpose | Steps (1–5) | Time standard and photo | Common failure → quick fix | Owner and review date



11 E) Portion audit sheet (BOH)

Item, target weight, tolerance, ten plate weights, variance flag. **If three or more are out of tolerance:** retrain or change tooling today.

11 F) FOH offer tracker

Section, server, moment used (order / mid / check), offer line used, outcome. **Tally:** accepted / declined / not offered (and why).

📄 **See the Manager Reference Sheet –
Templates you can run today.**

12. Manager scripts and coaching lines

Objective

Give managers printable, one-page tools that make redeployment real on the next shift.

Each template fits on one page and shares three rhythms: Today's Focus, Results, and What We Change Tomorrow.

Pre-shift (pick 2–3 lines)

A

- “Robots freed eight minutes per fryer cycle. We are investing them in the premium side and table touches.”
- “Today’s offer is one line at mid-meal. If they already added a side, hold dessert for the check.”
- “Mise deadline is 10:45. If you will not make it, tell me by 10:40 so we can help.”

On-the-line coaching (BOH)

B

- “Your portion is +6 g. Switch to the green scoop; re-plate this one.”
- “Plate time slipped to 58 seconds. What blocked you? Fix is station reset at :30.”
- “Batch size too big. Let us drop to half batches until 12:30.”





C

On-the-floor coaching (FOH)

- “Affirm, offer, close. You affirmed well; make the offer sooner next time.”
- “If they say ‘in a hurry,’ skip offers and protect pace.”
- “Do not stack asks. One offer per moment.”

D

Recovery lines (guest friction)

- “Thanks for flagging the delay. I am checking the pass now and bringing a quick snack.”
- “We are fixing the pace. I will update you in two minutes and keep you posted.”
- “I removed the item that dragged. Here is what is fast and pairs well.”

E

Expo ownership prompts

- “Tickets never sit unclaimed. If you see one aging, say ‘I have got it.’”
- “Call the slowest item; pace sides to it.”
- “Clear the pass every 60 seconds. Ask for hands before it clogs.”

**F****Cross-training nudges**

- “Shadow Sam for 10 minutes on the premium side. Plate time is our win today.”
- “Teach one thing you are proud of, then have them teach it back.”

G**Recognition lines**

- “Ana, your ± 2 g portions saved rework twice. That is money in the bank.”
- “Chris, your check-drop dessert line landed 4 of 7 tables. That is how we do it.”

H**Guardrails (say them out loud)**

- “If ticket time moves, offers pause. Speed first.”
- “One kitchen test, one FOH behavior at a time. No heroics.”



When cutting hours comes up

I

- “We will decide by the numbers at week’s end: upsell plus throughput plus waste vs labor cut.”

Script library (ready-to-use lines)

J

- **Order moment** → “Most guests who pick the chicken add the roasted broccoli. Want me to bring one to share?”
- **Mid-meal** → “Quick note from the kitchen. Small dessert today. I can split it.”
- **Check drop** → “Coffee or dessert to finish, or should I bring this as is?”



See the Manager Reference Sheet –
Manager scripts and coaching lines.

13. 90-day rollout

Objective

Sequence the change so it sticks: prove it, scale it, institutionalize it. One owner per phase.

01

Phase 1: Days 0–7 – Baseline

Do

- Measure: dessert attach, premium side attach, featured beverage attach, RevPASH, two benchmark ticket times, waste percentage by category.
- Map freed time by role on two real shifts (Tuesday lunch, Friday dinner).
- Post metric definitions.

Outputs

- Baseline scoreboard posted
- Time-budget map (two dayparts) printed
- Owners named: operator lead, data owner, expo owner

02

Phase 2: Days 8–30 – Foundation

Do

- Launch one premium side and one FOH line.
- Lock mise deadlines. Assign expo owner for peaks.
- Start daily huddles and Friday scoreboard.
- Run two micro-trainings per week.

Targets

- Dessert attach +3 points (or premium side +3 if that is your focus)
- Ticket times hold baseline
- Portion variance within ± 3 g by end of week 3

Outputs

- Mini-SOP for premium side
- FOH offer tracker in use
- First “saved our shift” board entries

03

Phase 3: Days 31–60 – Scale

Do

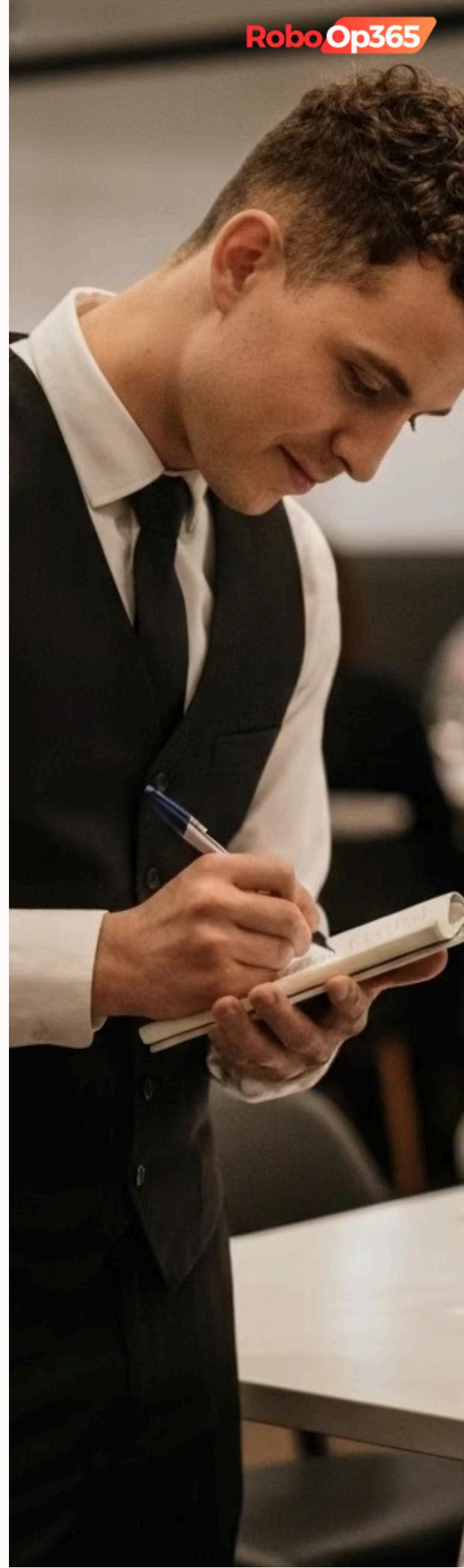
- Add dessert or snack program.
- Tighten portions to ± 2 g.
- Publish a one-page dashboard in BOH and FOH.
- Begin cross-training: one junior per week on a repeatable task.

Targets

- RevPASH +5–7 percent vs baseline on peaks.
- Waste down 2–3 points.
- Attach lift holds while ticket times hold or improve.

Outputs

- Second mini-SOP (dessert or snack).
- Expo playcard laminated.
- Short case notes: what we kept and why.



04

Phase 4: Days 61–90 – Integrate

Do

- Bake keepers into onboarding.
- Tie two wins to light marketing (table tent, chalkboard, social clip).
- Run a public headcount vs redeploy math review using your data.
- Plan next quarter's test backlog.

Targets

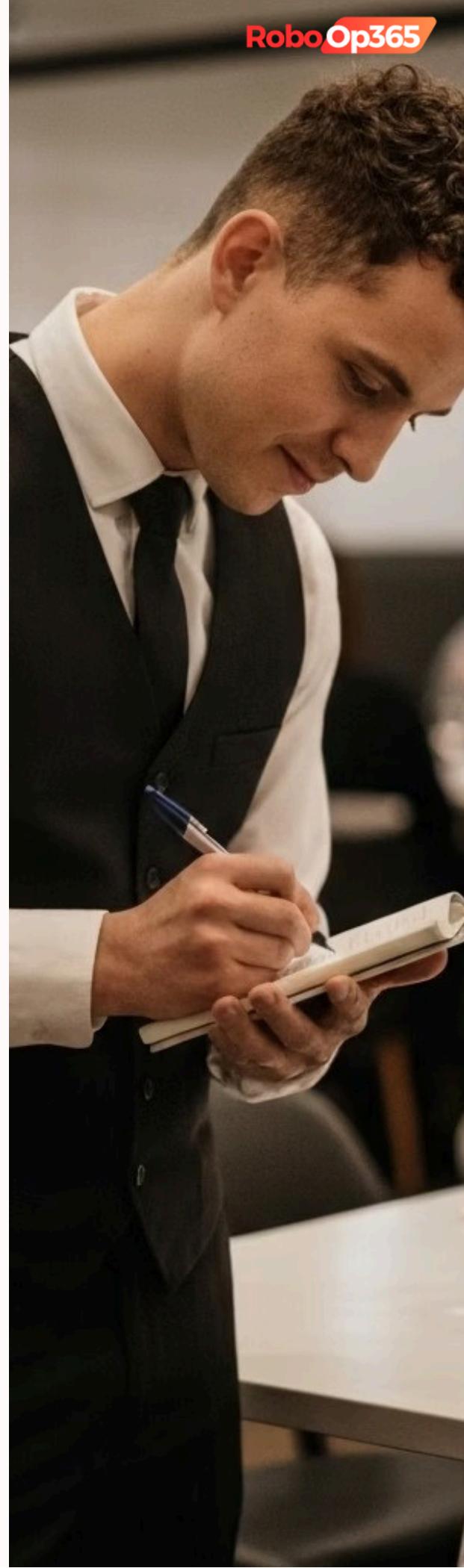
- Behaviors hold with managers off-floor.
- Complaints at or below baseline.
- Contribution from keepers trending up three consecutive weeks.

Outputs

- Onboarding module updated.
- Quarter-level metric definitions locked.
- Decision memo on keep hours vs cut (with math).

We will link a separate 90-day training plan that details weekly micro-skills, drills, and job aids by role. This guide will reference it as a standalone resource.

 **See the Manager Reference Sheet – 90-day rollout.**



14. FAQs for team members



1

Is the robot replacing me?

No. It handles the hottest, most repetitive tasks so you can focus on service and skills that pay better.

2

Will my schedule change?

Not without a posted math review. If we keep hours, it is because the scoreboard shows more revenue than labor cuts save.

3

What do I say without sounding pushy?

Affirm their choice, offer one relevant add, close the loop.

4

What if the guest already has a side?

Save dessert or coffee for the check.



5 **How do I know today's focus?**
It is on the board by pre-shift: one kitchen item, one FOH line, one friction we are solving.

6 **What gets measured?**
Attach, ticket time, waste, RevPASH trend, and one weekly lesson.

7 **What if ticket times spike?**
We pause offers during the rush or simplify the featured item.

8 **How do I get recognized?**
Specific behavior call-outs and the "saved our shift" board.



9 What training do I get?

Ten-minute micro-training in pre-shift and shadowing. A full 90-day plan will be linked.

10 What if I have an idea?

Add it to the clipboard at the pass or tell your manager. If it fits the guardrails, we test it next week.

 **See the Manager Reference Sheet – FAQs for team members.**

15. FAQs for restaurant management



1 Why keep hours instead of cutting them?
Because upsell contribution, throughput lift, and waste savings often beat straight labor cuts once you track them daily. Publish the math.

2 How do I set targets without gaming?
Baseline plus modest lifts: +5 points dessert attach, RevPASH up about 5 percent, portion variance within ± 2 g.

3 What breaks first when this fails?
Ticket times. If they slip, pause mid-rush offers or simplify the item.

4 How many tests at once?
One in kitchen and one in service. Anything more hides the signal.



Who owns the numbers?

5

A single data owner. Lock metric definitions for the quarter. Post by Friday 2 p.m.

How do I prevent backsliding?

6

Mini-SOPs for keepers, photo references, onboarding includes the two core plays.

What is the business case for portion control?

7

2 - 4% over-portion can leak hundreds per month per item. Tighten variance and you bank cash without changing price.

How do I train without adding meetings?

8

Ten-minute pre-shift drills. Two role-plays. One recognition.



9

What about guest perception?

Offers are relevant and once per moment. If complaints rise, scale back and fix the friction.

10

How do I tie this to marketing?

When a keeper is stable, add a table tent, a short social clip, or a chalkboard line. Operations first, promotion second.

 **See the Manager Reference Sheet –
FAQs for restaurant management.**

16. Putting it all together

Robots create capacity. Your team turns capacity into value. Keep the loop small and visible. Post the scoreboard. Scale what works. Stop what does not. Most operators who run this play find redeploying hours outperforms cutting them.

Next step

Print the tracker. Pick one kitchen test and one FOH behavior. Start today. Review on Friday. Repeat.

Glossary

Mise en place (mise)

“Put in place.” A station is fully set before service. Ingredients are prepped and portioned. Tools are in reach. Garnishes ready. Containers labeled. Each day has a clear ready-time goal.

Expo (expeditor)

The person at the pass who coordinates plates leaving the kitchen. They call tickets, check plating, time sides to mains, and stage pickups. Good expo work keeps ticket times tight and the room calm.



Take Away

This playbook and its **Manager Reference Sheets** are designed to live inside your normal week, not on a shelf. Use them to frame the story, guide your tests, and make decisions in public with your team.

Over time, redeployment becomes the default, the math becomes routine, and the gains show up in both guest experience and contribution dollars.

References:

- National Restaurant Association – workforce and labor tightness, technology adoption insights.
- Cornell Center for Hospitality Research – Restaurant Revenue Management and RevPASH; studies on dwell time, table mechanics, pacing.
- Suggestive selling training studies – dessert and side attach improvements via simple verbal prompts.
- Food waste analytics and portion control – AI and waste tracking programs showing material cost reduction.
- Fry-station automation – installation footprint and reliability context.

📄 [See the Manager Reference Sheet – Glossary & References.](#)

ABOUT US

RoboOp365 is a solutions provider and distributor of kitchen and service robotics.

We deliver Robby, a kitchen automation robot that takes on high-volume cooking tasks,

Our solutions help operators reduce labor strain, improve efficiency, and create more resilient operations.

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