

EYES

Enlarging Youth Entrepreneurial Spirit

Module: Running a café



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Organizing work

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Useful tips

Running a café can sometimes be stressful for you and your staff. This is the reason why it is worth considering these tips for maintaining a good team spirit:

- **Try to plan with a sufficient number of staff and freelancers**

Guests get annoyed when they have to wait for getting seated or placing their orders. A negative feedback in Social Media or a guest who will not come again causes more problems and costs for you than hiring a freelance waiter for some hours.

- **Train your staff and freelancers**

Your team will be committed to certain level of quality. This can only be maintained by constant training of staff and freelancers. Each process should be handled in the same way, no matter which confectioner will bake the cake or which waitress serve the tea.

- **Respect feedback from your guests and your team - support your team**

Stressful working conditions may lead to some mistakes, e.g. a forgotten order, a wrong beverage, etc. Try to support your staff in busy times in leaving your boss role behind. Prepare beverages or help them with serving the food. Respect any suggestions for improvement from guests or staff. Encourage them for more feedback. Comment feedback on Social Media in a professional and polite way.

- **Treat your staff based on mutual respect and fairness**

Stay polite and fair under pressure. Find fair solutions with all staff members for shift schedule and tip issues. Offer food and beverages for your staff. Respect rest periods and offer respective facilities.