

Hi, this is Kenzie Rigney. I was talking to Steph earlier about my management project, and she had said that you might be willing to answer a few questions. You can answer as many or as few as you want. These can be answered for past or present businesses. Thanks!

1.) What aspect of the management process (planning, leading, organizing, or controlling) do you find the most important? **Leadership**

Why? A good leader will lead by example; they do not put themselves above their employees they put themselves in the same position as their employees and lead the way to getting the work done effectively. A leader does not have to know all the answers but they do have to seek out the correct answers to ensure the jobs done right. A good leader has already planned, organized their day to ensure they can maintain control of any given situation that may come up. A leader knows how to motivate their personnel by getting to know them; people will work harder for someone when they know they care about them personally. A leader has to do all this, and maintain enough perspective that if an employee is slacking on the job or does something that is automatic grounds for termination...that they can take that action when necessary without personal feelings get in the way. A leader has to stand up and out, for right or wrong from the companies perspective. At the same time looking out for their employees if the company's perspective is not fair or bias. A leader must instill pride in the job at hand, so their employees feel what they are doing is important.

Think about it from a volleyball perspective...The Setter has to be able to be a strong leader; she is making all the plays. How can she get the most out of her passers and hitters by yelling at the team or by encouraging them and letting them know what they see is getting done right n wrong. The setter is right in the mix of the game, but if she were to present herself as better than other members of the team...how would the team react to that...they would be less productive and unwilling to make the setter look good.

The Management process is similar...instead of doing the work yourself you are getting it done thru others. You can be the hardest worker in the world and still not be a good leader if you expect people to do for you just because you are the boss. Note: I said boss not leader.

2.) Describe what your duties include for your job? Using my restaurant mgmt. experience...

The success or failure of a restaurant unit

Profit or loss

Budgeting/P & L Statement

Hiring: w-2, I-9, application review and filing

Evaluations/ Raises

All files properly maintained

People motivation

Manager training

Employee training

Quality service and cleanliness of a unit inside and outside

Account tracking of acct payable and acct receivable

Banking

Counting monies

Food cost maintenance

Labor maintenance

Scheduling

Follow up on a shiftly, hourly, daily, weekly, monthly, yearly basis on all managers and employees

Customer service and complaints

Speed of service

Equipment maintenance and repairs

How do your managerial (or other) responsibilities differ from other employees?

Through the employees and asst managers these tasks must be accomplished

You must be able to trust that even when you are not on the floor they will continue to do the job the way they have been trained to do so.

Typically the employee only needs to worry about the assigned tasks ie the cashier or the order taker or the biscuit maker or the fry person or the grill person or the dish washer

And the tasks involved with getting that done for the day

They are not worried about the sales, profits, productivity, cleanliness of the unit just their position.

3.) How would you describe yourself as a manager or leader?

I would describe myself as a leader

4.) What is your overall influence in decision making in your workplace?

I have company rules that must be adhered to and a district manager who must do the same thing I do with my employees but the dm does it thru 5-10 general managers.

95% of the decision making is in my hands, however if I am a leader vs a boss I must allow my asst. mgrs. to make decisions for themselves. Then like the setter if I see something that can help them do their job better I follow up with them to teach/train so they learn to make good decisions in the eye of the company's needs

5.) What are some of the advantages to helping run this business?

Feeling of accomplishment with a job well done

Getting to know a variety of people thru your employees and customers

Staying busy all the time vs having periods with nothing to do...I like to stay busy

Constantly learning

Feeling of accomplishment when you teach an employee or manager something and you can see in their eyes that the light clicked on about what you taught em

Example: When the blockers have trouble timing their hits, and you analyze their jump to see why...you explain it to them and their blocks improve tremendously

A leader takes ownership not just of the business but of its employees as well.

6.) What qualities do you look for most in potential employees?

Honesty and the willingness to learn and work hard...everything else can be taught

7.) How would you describe your company's core values?

Let's see to serve quality food quickly in a friendly/clean environment.

THAT'S WHAT I LOOK FOR WHEN I GO OUT TO EAT – LIKE IT.