

# A clearer view of your restaurant.

A practical guide to the issues, decisions and conversations worth working through.

## 01 Start with the pressure point.

What feels harder than it should? A busy dining room with little left over, an inconsistent team, a delayed opening or too many decisions landing on the owner can all be starting points.

## 02 Look at the whole operation.

Menu choices affect purchasing. Staffing affects service. Service affects repeat visits. We look at how these pieces work together before deciding what deserves attention first.

## 03 Choose a manageable next step.

The first conversation helps clarify your situation, the information still needed and whether a focused project or broader support would be useful. Any scope, fees and timing are agreed separately.

### Experience with an operator's perspective.

Frank Gambo brings 50+ years of restaurant experience across ownership, management, openings, staffing, menus and daily operations.

#### HOW TO USE THIS PACKET

Review the discussion areas, complete the separate intake form and bring your most pressing questions.

# What deserves a closer look?

Use these prompts to identify the conversations most relevant to your restaurant.

## 01 Operations & team

Where do shifts break down? Are responsibilities, training and service standards clear? Look at scheduling, handoffs, purchasing, receiving and inventory routines.

## 02 Openings & concept development

Who is the guest, and why will they choose you? Discuss the concept, location, opening budget, build-out readiness, menu, systems and staff preparation.

## 03 Profitability & cost control

Where does money seem to disappear? Review menu pricing, ingredient costs, portions, waste, purchasing and labor against sales and service needs.

## 04 Marketing & guest experience

Does the promise match the experience? Discuss positioning, menu presentation, local visibility, guest feedback and reasons for people to return.

### One question to bring

If we could improve only one thing in the next 90 days, what would make the biggest difference?

# Prepare for a useful conversation.

Bring what you have. Missing information can help identify where to begin.

## 01 Tell the story behind the numbers.

What has changed recently? Note busy and slow periods, staffing changes, guest complaints, supplier concerns and anything you have already tried.

## 02 For an operating restaurant

Useful materials may include a current menu, recent sales summaries, a profit-and-loss report, labor schedules, supplier invoices, inventory counts and a few examples of guest feedback.

## 03 For a concept or opening

Bring a concept summary, target guest profile, location status, preliminary budget, funding status, opening timeline and any menu or staffing plans already developed.

## 04 Decide who should join.

Include the owner or decision-maker and, when helpful, the manager closest to the issue. Identify any deadlines, budget limits or decisions that cannot wait.

### Before sharing documents

Start with summaries. Remove account numbers, employee personal details and payment information. Confirm an appropriate way to share detailed business records.

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# Turn the discussion into priorities.

Use this page during or after the consultation to capture what matters most.

## The main issue and what we know

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## What needs to be confirmed

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## The first action, the person responsible and the target date

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## How we will judge progress

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