



BIG MAMMA'S PLAYBOOK

Change people's lives with pizza



BMG

At BIG MAMMA, we have one mission:



CHANGE PEOPLE'S LIVES WITH FOOD



FREEDOM OF EAT

**Build with passion a playground for anyone who wants to grow up
and change lives.**

Create happy moments to share with our clients and teams.

This is the our "reason why". This is the way with we all contributing to improve the world.

AUTHENTICITY

True, honest, caring, available, just be yourself!



EXCELLENCE

Exemplary, always aim higher, relies on the strength of the team, exigence is a key success factor

MERITOCRACY

Be the actor in your evolution, grow up in a diverse teams, talent always before experience

ENTREPRENEURSHIP

Make decisions, be agile, know how to evolve yourself and don't be afraid to take risks



The Big Five:

100% HOMEMADE

Our food is homemade by our chefs in our restaurants

100% ITALIAN

A trip in Italy by walking through the door of each restaurant



100% FROM DIRECT PRODUCERS

For the best price/quality ratio

100% BIG SMILE

Our service is always friendly

100% COOL PLACE

Studio Kiki, our interior design studio, which care about each restaurants' beauty



KPI's

HAPPY FEEDBACK

Making the best of each day

B-CORP

The world we will leave to our children

EBITDA

Number 1 for performance



TURNOVER STAFF

Best place to work

TOPLINE

Break all records

AMORE
AMORE

CASH

We spend our money as if it were our own





What is the role of your #manager ?

The manager is your driver, she or he will help you to achieve the goals and grow up

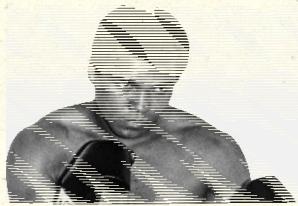
“ SUCCESS AND MAKE SUCCESS ”

**It sets a framework that motivates, prioritizes and reassures:
encourage, congratulate, reframe.**

#GOBIGORGOHOME #TOTHEMOON #PLAYGROUNDTOGROW



Give Feedback



BASTA

Eliminate toxic attitudes

Describe an action or a behaviour that the person must stop doing.



VAI

Let's create the future together

Explain what can be done to improve the situation, highlight what the person should start doing



DAI DAI DAI

Celebrate success to make them last longer

Say loud what works well and encourage the person to keep going in that direction.

The toolbox to give feedback :

#contexte #franchise #bienveillance #courage #factuel #préparation #développer #excellence

[The Coin Conversation Model](#) - The positive inner attitude - CNV

Management rituals :

ONE TO ONE
MEETING



MANAGEMENT
MEETING



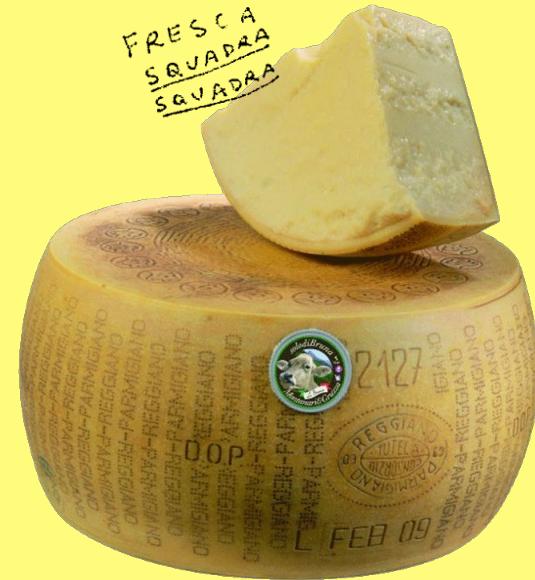
Burrata
500G

SCORECARD & ROADMAP
MEETING



Provolone
7KG

END OF YEAR
MEETING



Parmigiano Reggiano
40KG

Rituels de management :



ONE TO ONE MEETING

MANAGEMENT MEETING

SCORECARD & MEETING ROADMAP

END OF YEAR MEETING

WHEN	1 time per week - 30 mn	1 time per month - 1 hour	1 time per quarter- 1 hour	1 time per year - 1 h 30
WHO	The managers of restaurants and all the office staff	The managers of restaurants and all the office staff	All the Staff - everywhere	All the Staff - everywhere
WHY	Keep and enrich the relationship from a results perspective as well as from a personal, emotional and relational perspective.	Give the perspective with a larger focus #teamwork Set priorities, aim for excellence by constantly improving what we do.	Adapt with agility the missions and projects defined at the beginning of the year, alongside the evolution of the role. Give and receive feedback on performance.	Review of the year: Career evolution / training needs and exposure/ Team 360° Feedback...
SUPPORT	 LA CARTE	 LA CARTE	 Roadmap Meeting Template Scorecard Template	 Survey EFA Digital Platform link

A committee?

COMOPS, CODIR, COMEX, etc

A team meeting ?

Periodical creation meeting, reco F&B, brainstorming DA, etc

SHARE THE SAME VISION

share information and have the same understanding of the situation

BRAINSTORM

bring out new ideas
collective intelligence to solve a problem
to catch an opportunity



DECIDE

take consensual & managerial decision



The essentials :

Documents

SHARE INFORMATION

To be on the same level of understanding we share figures / analyse / benchmarks in advance...

Animation

HOW IT WORKS

We start with the unfinished topic;
We share the microphone
We keep the rythme
1H is long, 2H is the MAX



Agenda

ABOUT WHAT

Before the meeting, we share a list of topics and decision to be taken.

What are the questions that we want to answer

Participants

WITH WHO ?

Just one person by function is enough .
Each participants will have to give something to the meeting.

Minutes Meeting

WHAT ARE WE SAID ?

A document to keep track of information sharing / brainstorming / decisions... and if there are still open topics
we will resume the topic at the next meet!

Ways of working together :



Workplace

For internal communication
share cool info - videos
pictures : feel good !



Emails

For info, factual, updates.
Informative mail : no need to
answer



Workchat

For individual or group informal chat



Meetings

check les [the essentials](#)!
"Shorter is better"



Drive

share heavy documents
(Google Sheet / Slides)



I use google.



I use google.



I use google.



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I use google.

