

Analysis of Staff Performance in Restaurants

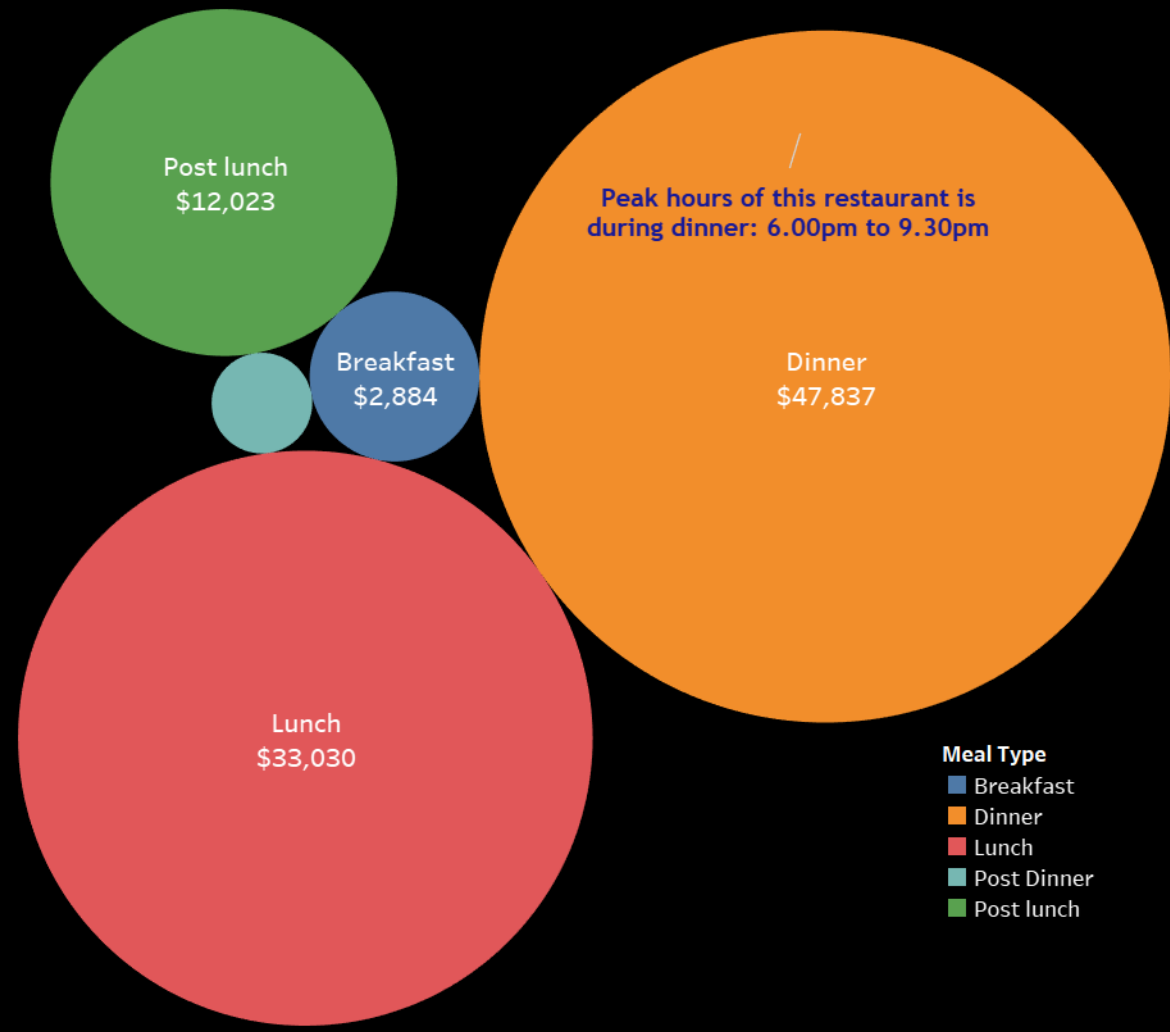


Case Study Assignment

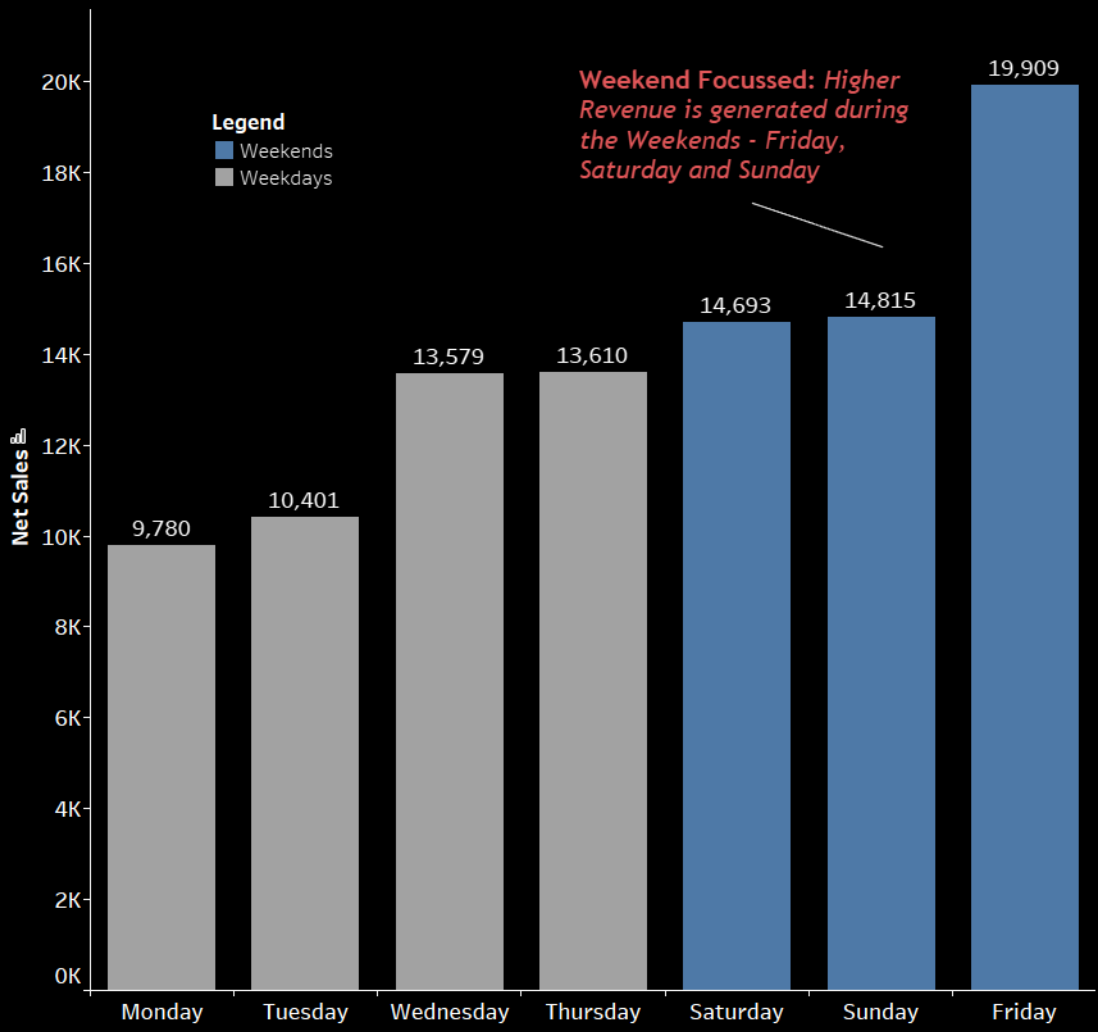
Sindu Senthil Kumar

Restaurant Characteristics

Peak Hours of this Restaurant



Weekday/Weekend focussed?



KPIs to evaluate Staff Performances in Restaurants



Average No. of orders/Hr

Peak Hour contribution



Weekend Contribution(Total hours worked by staffs on weekend)

Total No. of hours worked/Month



Consistency in No. of hours worked/day

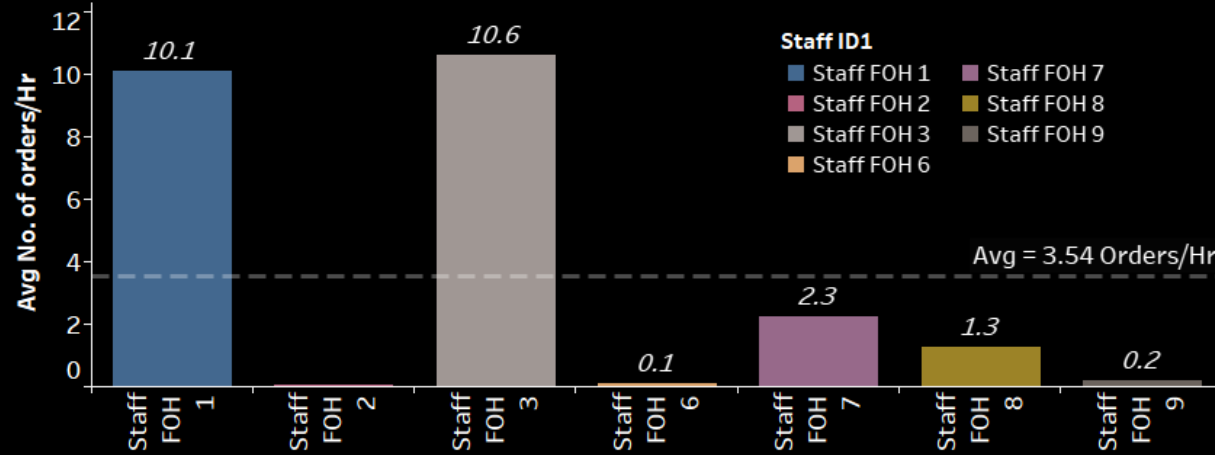
Ratio of orders handled to Total orders



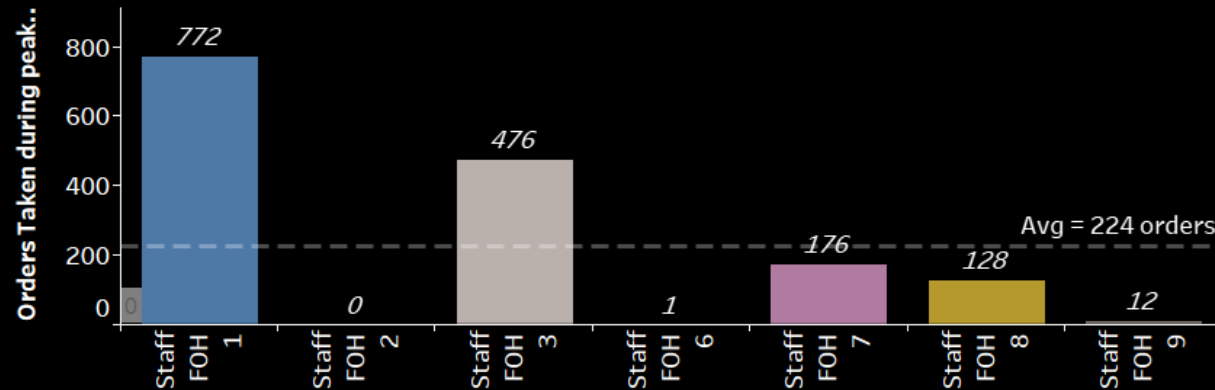
Avg revenue/Hr

Performance of Staffs based on top 3 metrics

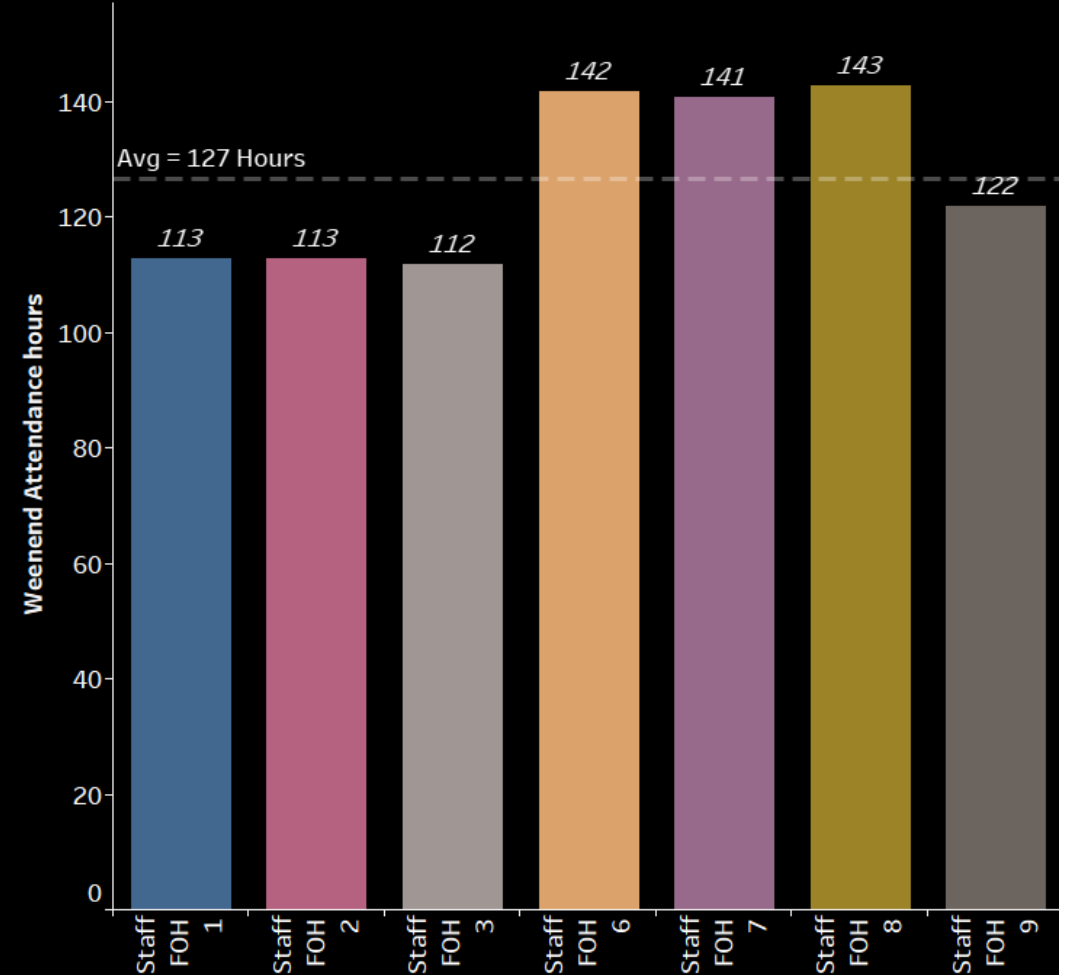
Metric 1: Average number of orders/Hour



Metric 2: Peak Hour Contribution

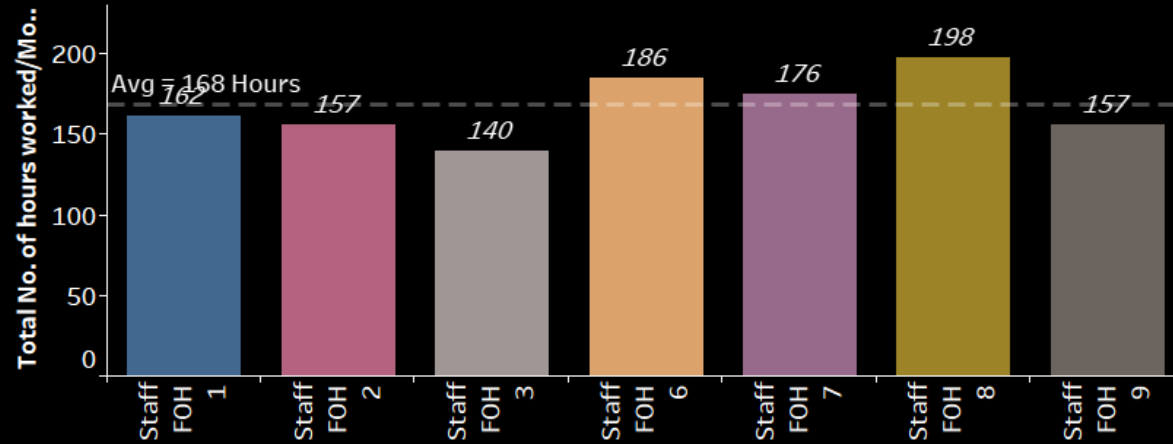


Metric 3: Weekend Contribution

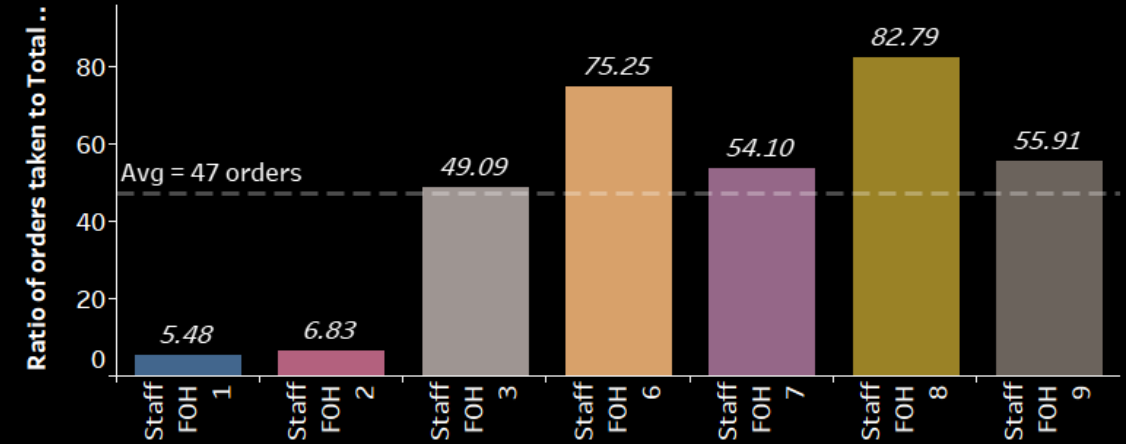


Performance of Staffs based on last 4 metrics

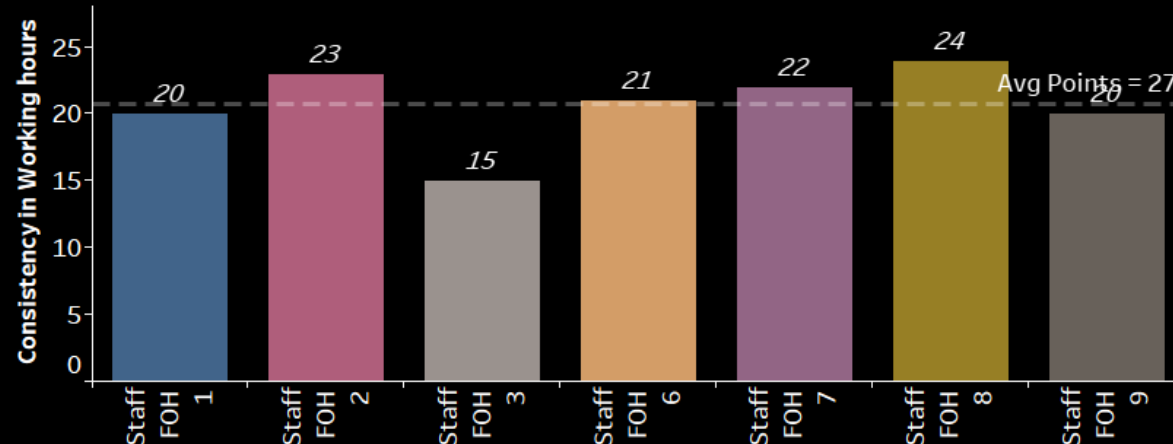
Metric 4: Total hours Worked



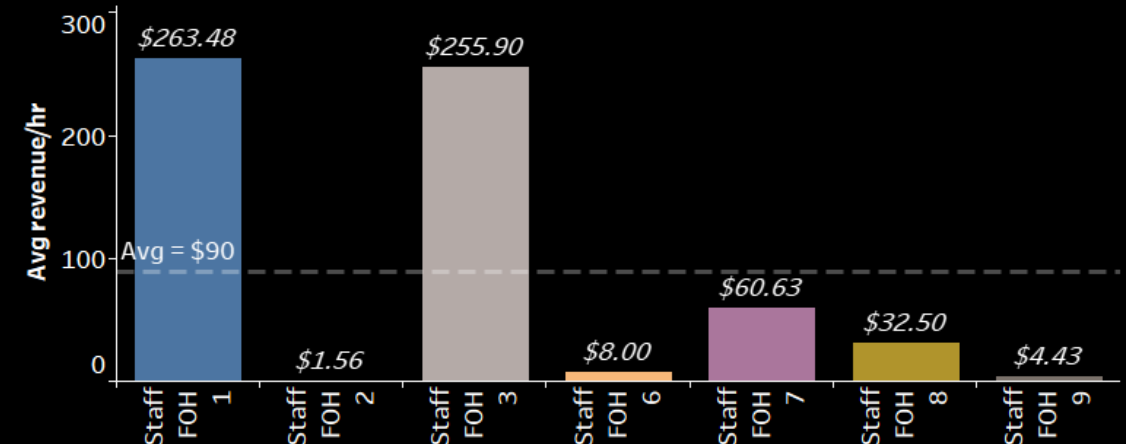
Metric 6: Ratio of orders handled to Total orders



Metric 5: Consistency in working hours



Metric 7: Average Revenue/Hr

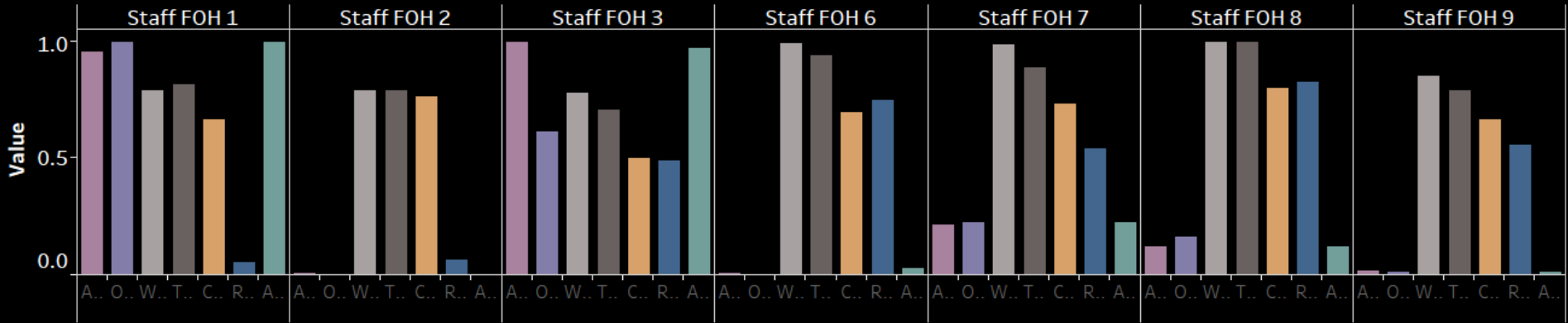


Identifying Best Performing Staff

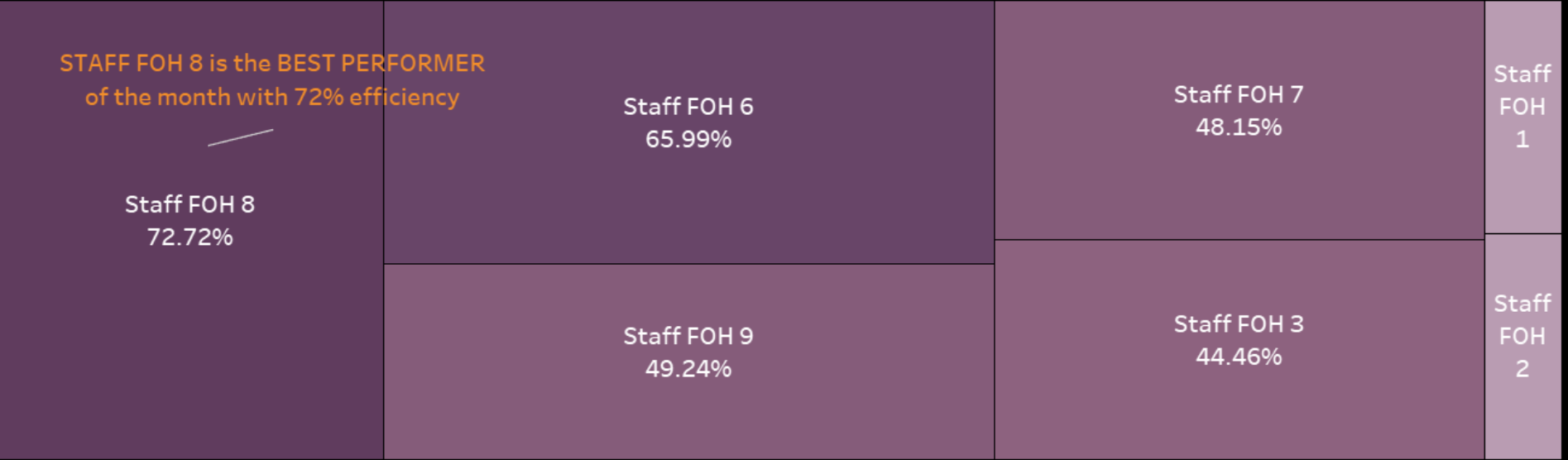
Legend

Color	Metric	Rank/Weight
Orange	Consistency in Working hours	5
Pink	Avg No. of orders/Hr	1
Teal	Avg revenue/hr	7
Blue	Ratio of orders taken to Total orders	6
Light Grey	Weenend Attendance hours	3
Dark Grey	Total No. of hours worked/Month	4
Purple	Orders Taken during peak hours	2

Scoring Board - Normalized scores of Staff members



Top Performing Staff of the Month Nov 2019



NOTE:
Though the staffs seem to have more or less similar scores based on metrics from the above normalized score card, their overall performance score varies hugely due to the ranking/weightage assigned to each of these metrics