

# Analysis of Staff Performance in Restaurants

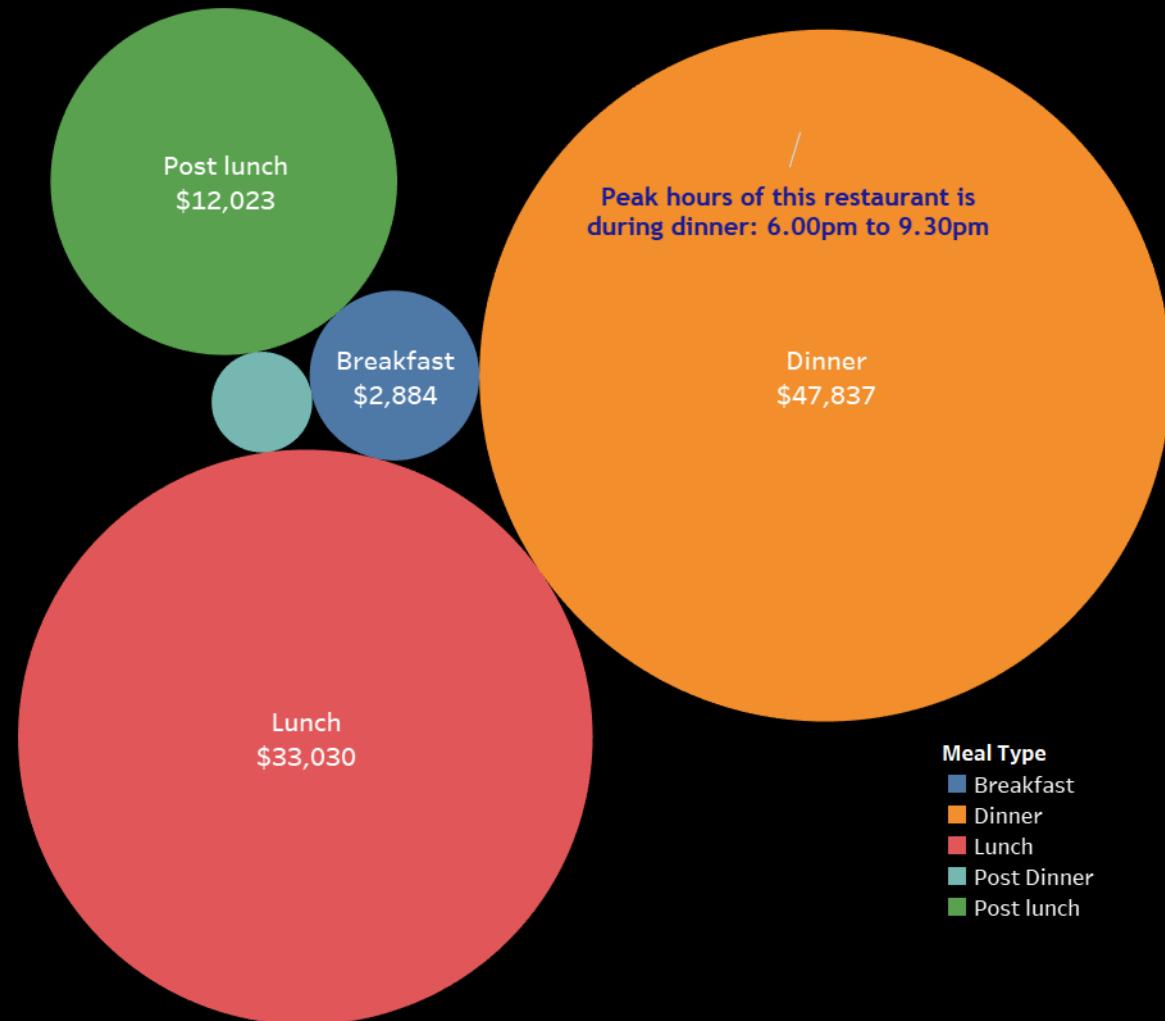


## Case Study Assignment

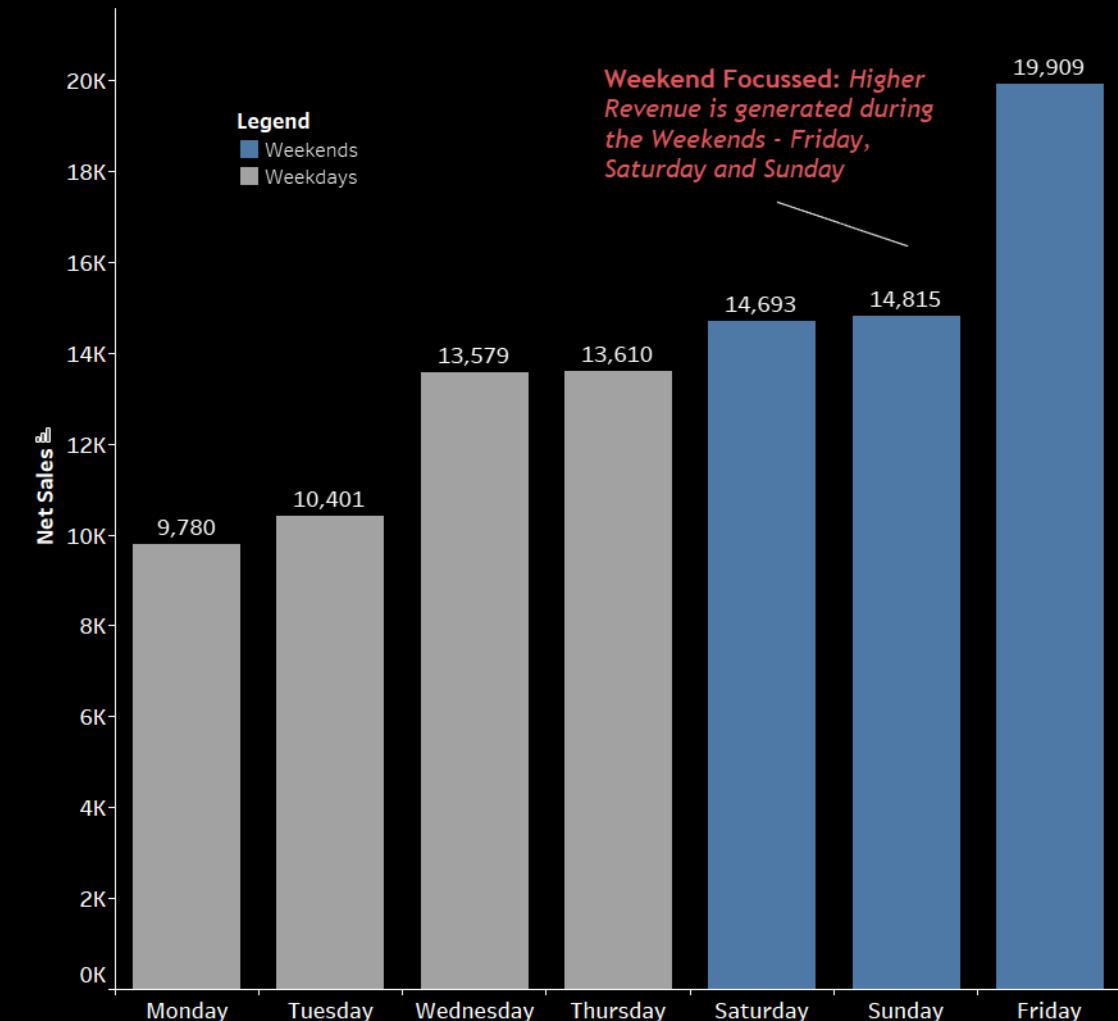
*Sindu Senthil Kumar*

## 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

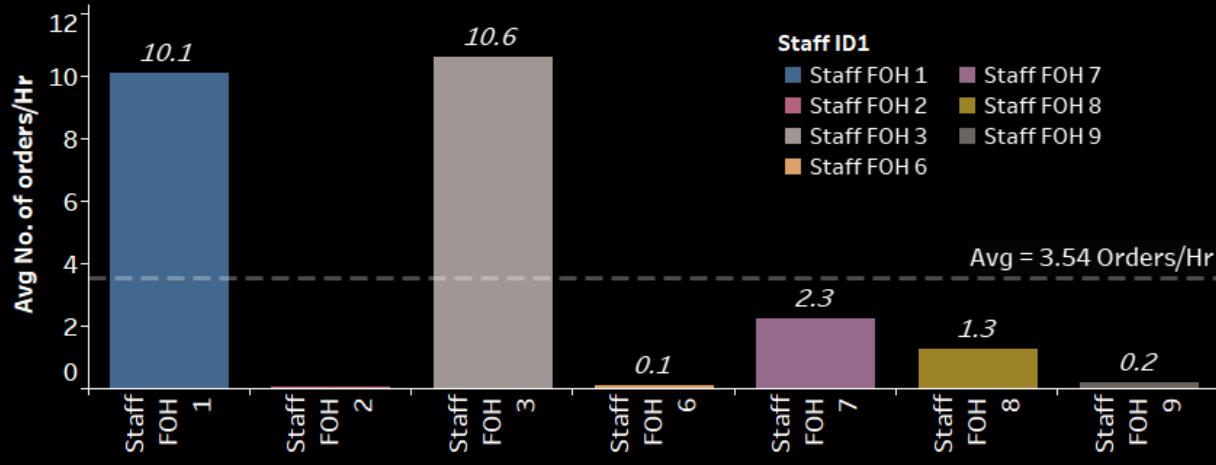
Ratio of orders handled to Total orders



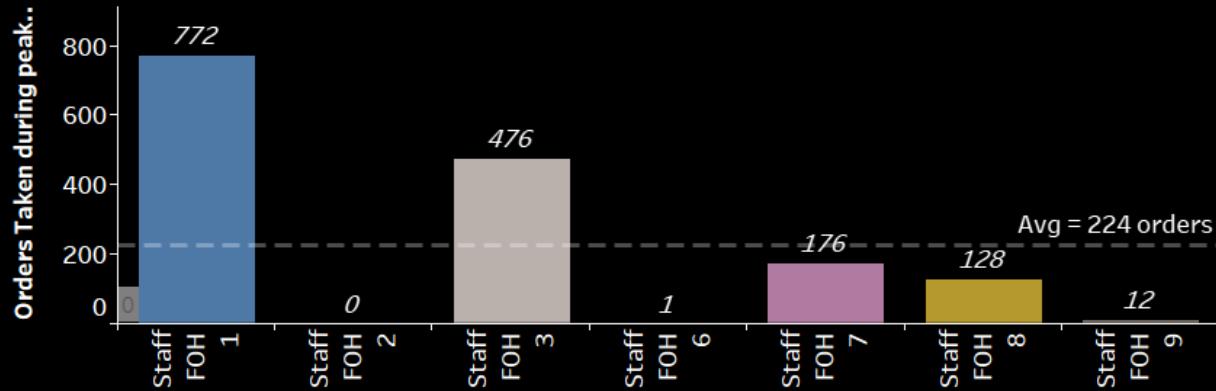
Avg revenue/Hr

## Performance of Staffs based on top 3 metrics

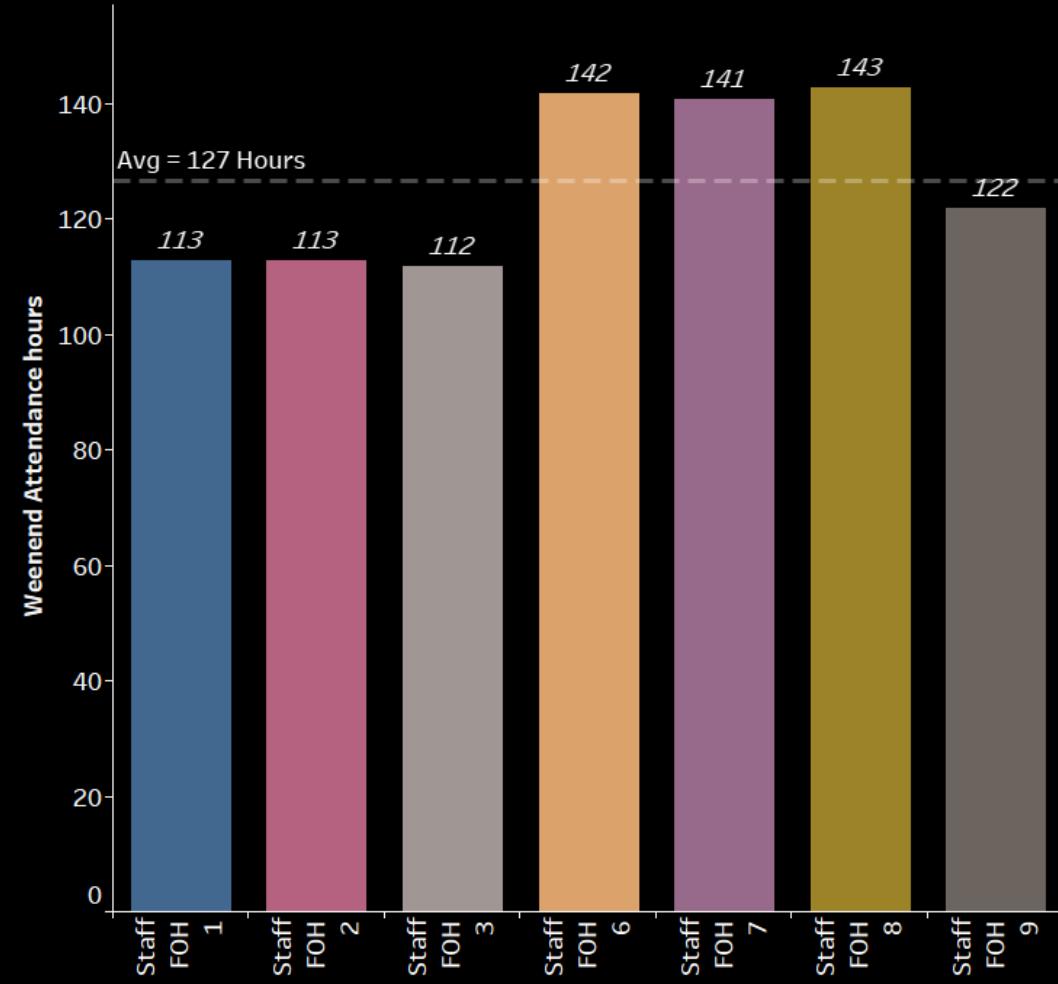
Metric 1: Average number of orders/Hour



Metric 2: Peak Hour Contribution

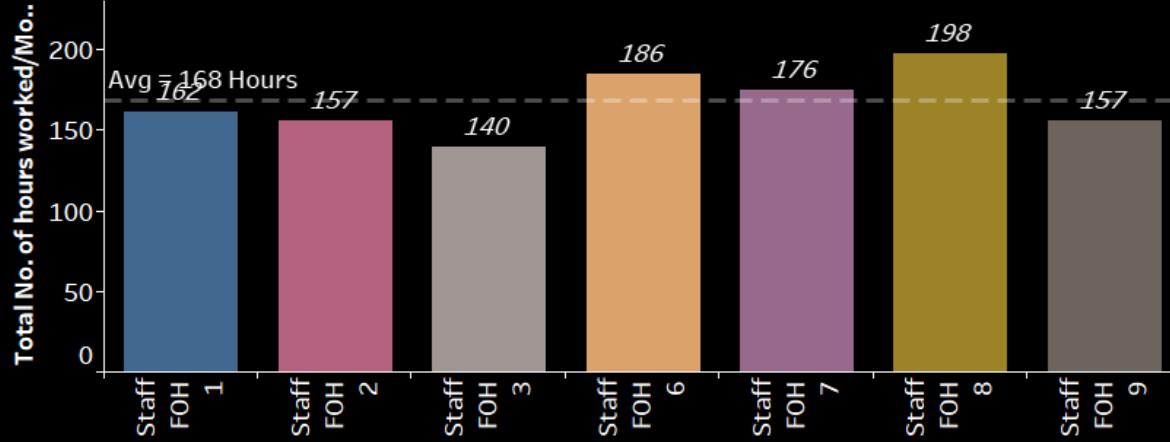


Metric 3: Weekend Contribution

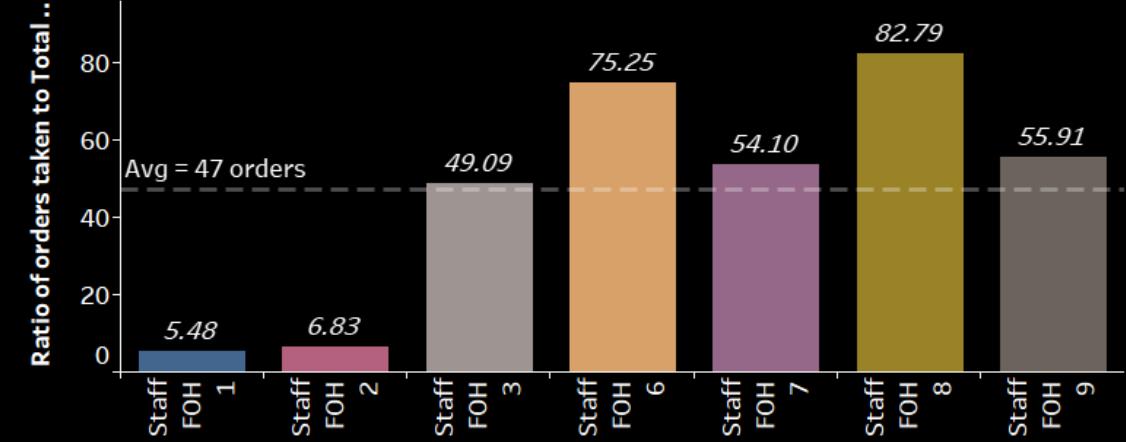


## Performance of Staffs based on last 4 metrics

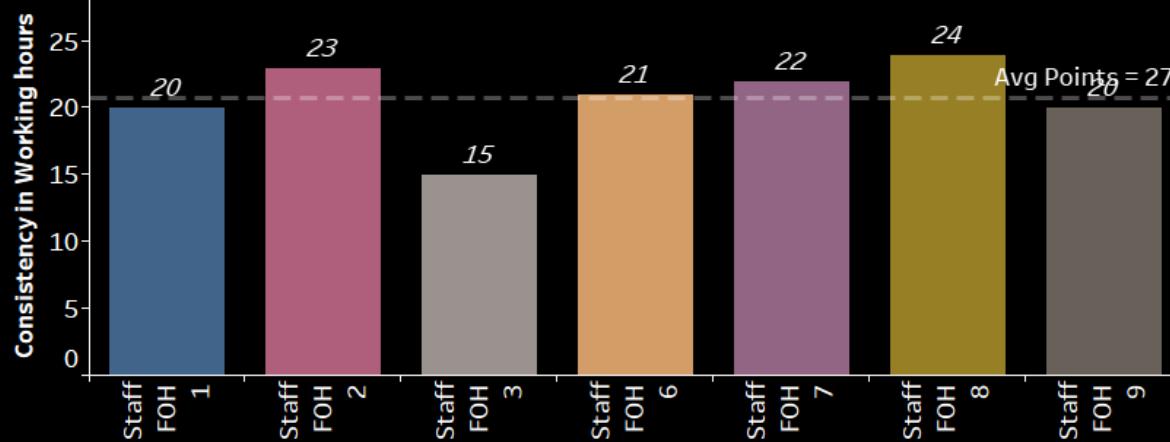
Metric 4: Total hours Worked



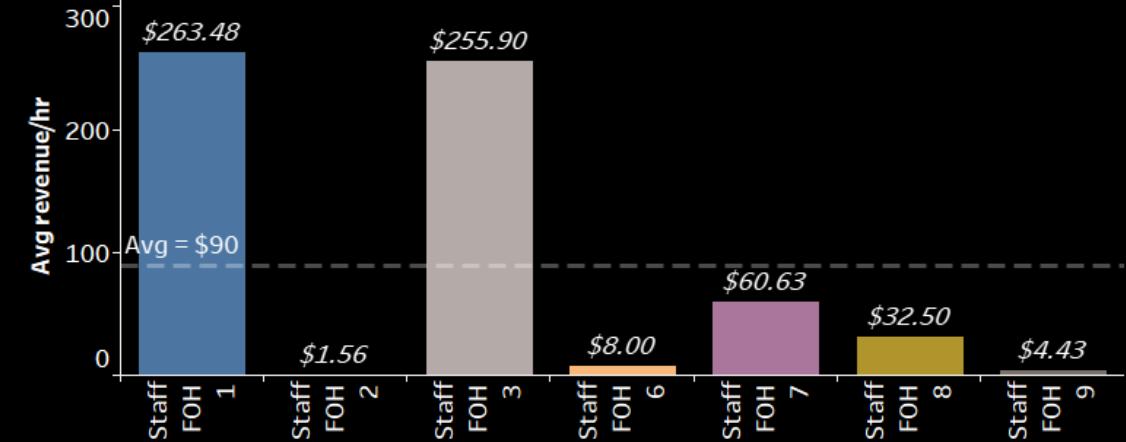
Metric 6: Ratio of orders handled to Total orders



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
Purple	Avg No. of orders/Hr	1
Teal	Avg revenue/hr	7
Blue	Ratio of orders taken to Total orders	6
Grey	Weenend Attendance hours	3
Dark Grey	Total No. of hours worked/Month	4
Dark Purple	Orders Taken during peak hours	2

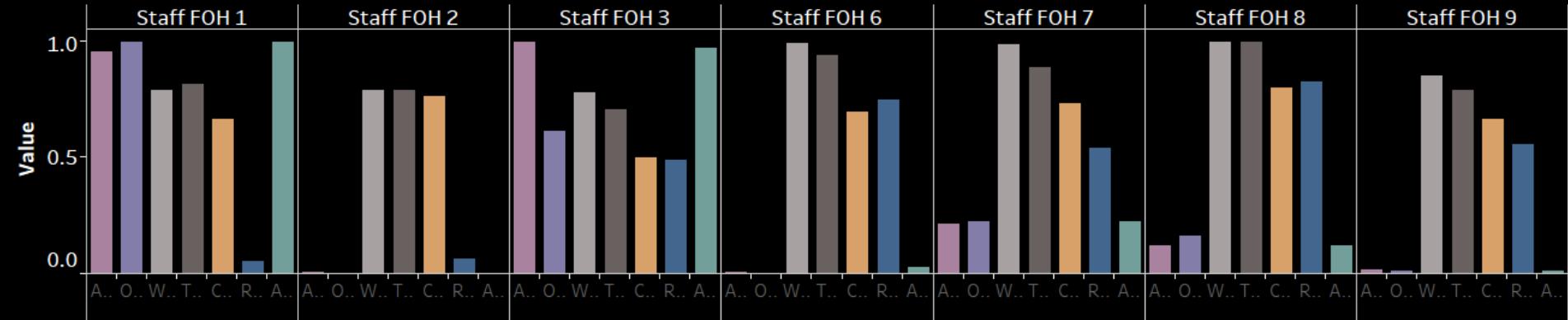
## Efficiency

7.20%                    72.72%

## 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

## Scoring Board - Normalized scores of Staff members



## Top Performing Staff of the Month Nov 2019

STAFF FOH 8 is the BEST PERFORMER  
of the month with 72% efficiency

Staff FOH 8  
72.72%

Staff FOH 6  
65.99%

Staff FOH 7  
48.15%

Staff  
FOH  
1

Staff FOH 9  
49.24%

Staff FOH 3  
44.46%

Staff  
FOH  
2