

OPS MANAGER REPORT
7/24/2017
HEATHER BROOKS

Things have been, overall, running very smoothly for FOH. We have excellent employees in place and a crew that seems to like each other. The only issues that have really arisen are from having to be on such a lean crew.

- Toast has had a lot of glitches lately – and they seem to be coming from the Toast side – as if they are having programming issues. We have had a number of issues we've had to call on related to this.
- The monitor at the front register is having problems, they have said they will send out a replacement.
- Ice machine and parts of the counter were installed today which should greatly improve things up front.
- The new refrigerator up front has already been great for improving productivity and customer service.
- I am learning Google Analytics from Randall at Maker Space. He has also helped me in setting up an official New Deal Cafe Facebook page that we can claim under the Managers email address, so that no matter who is admin, it can always belong to the cafe without having to deal with the drama of claiming it back from a manager or somebody who has the details under their private email.
- I have a receipt/estimate from Herb. As I stated in an email – I believe fixing the T pipe thing downstairs is important, but after that I believe we can suspend the hunt for open pipes as some issues have resolved with careful new procedures. Other procedures, like caulking, should still be implemented.
- Implementing better inventory control of coffee, Sweet Cascades, and Kombucha.

I am attempting to slowly turn over more responsibility to Kim in terms of staff management. Rather than the memos to all of the FOH staff I would normally hang up, I will be giving those issues to Kim and she will be handling them directly in a supervisory capacity. I will also be giving her a cafe key, once the additional new keys arrive.

We have a new, additional, admin assistant that also works FOH. Lauren has proven to be bright, cheerful, catches on quickly, plus she speaks Spanish and knows ASL. She's already helped in making communications with some of the kitchen staff and the Deaf Brunch a little easier.

Trevor continues to do admin assistance with regards mostly to ops management type stuff. He also is taking time off here and there and I need somebody to fill in, and Lauren fits that role.

Between Lauren and Trevor and Kim, we seem to be forming a good cooperative style team that can multi-task and be flexible in doing both counter/server work as well as operations and staff related stuff.

I continue to do things like the employee schedule, oversee all of the operational things, put systems in place, refine the systems, and have turned towards doing things like employee reviews, marketing research, learning analytics (with the help of Randall from Maker Space).