HRIM-381

Class 18 How to Execute MBWA

Goals for Today

• Discuss the how to of Management by Walking Around
• Discussion of Course Project

MBWA: The Visible F & B Manager

• The effective manager combines routine, industrialized procedures with support and “scaffolding” of their staff.
• Managers need to scan the physical environment that they are ultimately responsible for.
• Managers need to develop a routine way of accomplishing the above
Moments of Truth For Management: 
*Covering The Food & Beverage Outlet*

- Outside Areas
- Host and Entrance
- Bar & Lounge
- Rest Rooms/Phone Area
- Expeditor Cook/Area
- Dining Room (Floor)
- General Issues
- Kitchen
- Security
- Closing

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**Outside Areas**

- Building lighting
- Landscape (litter, weeds, debris, and appearance)
- Security- locks, gates, outside doors for back of house
- Parking area
- Signage

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**Host and Entrance Areas**

- Appearance/Light & Music level
- Floors: Carpet & Tile
- Hosts:
  - First Impressions
  - Smiles
  - Greetings and Farewells
  - Timing of waits
  - Timing of seatings
  - Telephones
Bar and Lounge Areas

- Appearance of overall area
- Music-type and level
- Service Issues
  - Drink ordering and times
  - Bar top (ashtrays, plates, glassware, paper)
  - Pouring procedures
  - Work area & cooler organization
  - Menus and bar service set-ups

Restrooms/Phone Areas

- Appearance
- Supplies
- Continual Checks

Expeditor -Cook Areas

- Appearance-cleanness
- Ticket and cook times
- Pick-up times
- Product Quality
  - hot food hot/cold food cold
  - fried items
  - PRESENTATION !
Dining Room Floor

- Appearance
- Music
- Staff Body Language
- Bus and seating times
- Food and drink handling
- Re-cooks, follow-ups
- Tabletop standards
- Guest body language
- Investigate partially eaten orders
- Server stations
- Uniforms and appearances
- Teamwork
- Bottlenecks/Beehives

General Issues

- Bar/lounge floor cleanliness
- Dining room floors
- Right of way granted
- Lightbulbs!
- Temperature

Kitchen Area

- Look for potential situations
- Food storage areas
- Linens
- Back dock, dumpster and receiving areas
- Walk-in
- Organization
- Trash cans!
Security Issues

- Maintain safekeeping controls
- "Bleed" registers during peak hours if needed
- Liquor and cooler and linen security
- Exits doors: accessible, working and locked from outside
- Parking lot-lighting and inspection

Closing Procedures

- All doors and areas secure
- Safe-lockdown
- Employee escorts
- Bank deposits preparation
- Management escorts
- "After" hours issues

Review For Exam Two

- Format: Combination of Multiple Choice, True/False, Short Answer, and one longer essay
- Includes all materials covered in class: lectures 13-24
- Focus on the broader topics and issues
Final Exam Topics

- Service Management
- Service-Profit Chain
- Service Methodology
- Sales Income Control
- Preventing Theft of Sales Income
- Human Resource Management
- Managing Workplace Performance
- Wine List Development
- Beverage Management Issues
- Responsible Alcohol Service
- MBWA techniques