COACH THE FLOOR · PIN THIS WHERE MANAGERS PREP

6 ways to coach the generation *running your floor*

1 Shrink the feedback loop.

Don't save it for the review. **Before every new hire clocks out, give them 60 seconds.**

SAY THIS

"One thing that worked tonight. One thing to try tomorrow."

2 Be specific, not generic.

Not this: ~~"Good job tonight."~~

SAY THIS

"You caught that couple's anniversary and told the kitchen. That's what brings people back."

3 Attach the sticky note.

When you correct someone, **say the quiet part out loud first.** Then give the correction.

SAY THIS

"I'm telling you this because I have high standards for this team, and I know you can hit them."

4 Give the why. Let them own the how.

Rules without reasons feel like control. **Reasons turn rules into judgment.**

SAY THIS

"We check back within two bites because that's when guests know if something's wrong."

5 Show them the next level.

A visible ladder **gives them a reason to stay** for the next rung.

- Lunch → Dinner
- Small section → Big section
- Server → Trainer

6 Go first on "I don't know."

At lineup, **a manager shares one mistake from this week** and what they learned. Then **thank the first person who asks a question.**

REMEMBER

Whatever you reward, you get more of.

Don't lower the bar.
Raise the coaching.

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