

Built Employee Handbook & Training Systems for a Large Hospitality Operation

INDUSTRY	OPERATION TYPE	PROJECT TYPE	FOCUS AREAS
Restaurants & Bars / Hospitality Operations	Large Hospitality Operation	Handbook, Training Systems, Service Standards, Workflows	Onboarding, Role Clarity, Guest Experience, Consistency

THE CHALLENGE

Growing fast, without enough structure to support the work.

Fast-moving restaurants and bars often rely on verbal training, shifting expectations, and whatever an owner or manager remembers in the moment. As the operation gets busier, that approach becomes harder to sustain. Onboarding becomes uneven, service can vary from shift to shift, and leadership ends up explaining the same processes over and over.

WHAT WAS BUILT

- Employee handbook
- Staff expectations
- Service standards
- Bartender standards
- Server responsibilities
- Food runner procedures
- Guest service expectations
- Opening, closing and sidework procedures
- Training and onboarding structure
- Accountability and professionalism standards

WHY IT MATTERED

Clear systems, calmer operation.

Written systems gave the team something to train against instead of relying on memory and word of mouth. The structure made it easier for new hires to ramp up, gave managers something consistent to use during training, and cut down on repeating the same expectations over and over. When the floor got busy, the structure held.

SKILLS DEMONSTRATED

SOP Development	Handbook Creation	Training System Design
Hospitality Operations	Team Leadership	Staff Accountability
Guest Experience Standards	Process Documentation	Operational Consistency

THE GROUNDWORK CONNECTION

This project reflects the kind of practical structure Groundwork Business Co. now helps small businesses build. Not paperwork for the sake of paperwork, but usable tools that help owners hire, train, delegate, and grow with more confidence.

Need Structure Behind Your Business?

Groundwork helps small businesses build SOPs, handbooks, training systems, business plans and operations plans.

groundworkbusiness.co | hello@groundworkbusiness.co | 612-430-9993