



Food & Beverage Operational Assessment

Identify the Hidden Risks in Your Operation

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How to Use This Assessment

1. Answer **Yes** or **No** for each question.
2. Be honest about how your operation works today—not how you want it to work.
3. Count your **No** answers at the end to determine your risk level.
4. **Next step:** Schedule a **30-minute Operational Review** with Lao Group to go over your results and build a plan.

MENU & BRAND

Clear Menu Vision

Does your operation have a clear menu direction aligned with your brand and guest experience goals?

☐ Yes ☐ No

Aligned Decisions

Do menu changes, staffing decisions, and new initiatives follow that vision?

☐ Yes ☐ No

Menu Ownership

Is someone responsible for menu presentation, plating, descriptions, and overall brand consistency?

☐ Yes ☐ No

Structured Menu Updates

Do menu changes follow a clear process for testing, costing, and training?

☐ Yes ☐ No

Profit Check

Are new menu items reviewed for cost, labor, and operational feasibility before launch?

☐ Yes ☐ No

OPERATIONS & STABILITY

Key Staff Dependency

If a lead chef or manager left tomorrow, could operations continue smoothly?

☐ Yes ☐ No

Documented Standards

Are recipes, prep guides, plating standards, and operational procedures documented for all menu items?

☐ Yes ☐ No

Decision Process

Is there a defined process for how operational decisions are made and approved?

☐ Yes ☐ No

Emergency Preparedness

Are there backup plans for staffing or operations in case of sudden absences?

☐ Yes ☐ No

FINANCIAL & LABOR MANAGEMENT

Revenue Awareness

Do you know the revenue required to cover labor and operating costs?

☐ Yes ☐ No

Cost Monitoring

Do you track labor and operating costs regularly and adjust operations proactively?

☐ Yes ☐ No

Management Control

Do managers understand key metrics that drive performance and can act on them?

☐ Yes ☐ No

Labor Scheduling

Is staffing scheduled based on actual volume and business needs?

☐ Yes ☐ No

Cross-Training

Are staff cross-trained to cover key positions as needed?

☐ Yes ☐ No

TRAINING & CONSISTENCY

Training System

Can new team members be trained without the lead chef teaching every detail?

☐ Yes ☐ No

Consistency Standards

Are key menu items and services consistent regardless of who is working?

☐ Yes ☐ No

Service Standards

Are front-of-house service standards documented and trained consistently?

☐ Yes ☐ No

GUEST EXPERIENCE & FEEDBACK

Guest Feedback

Is customer feedback collected, documented, and used to improve operations?

☐ Yes ☐ No

Guest Satisfaction Tracking

Do you track complaints, compliments, and repeat business for actionable insights?

☐ Yes ☐ No

INVENTORY & SUPPLY CHAIN

Inventory Monitoring

Are inventory levels tracked regularly to avoid waste or shortages?

☐ Yes ☐ No

Ordering & Receiving Process

Is there a documented system for ordering, receiving, and storing supplies?

☐ Yes ☐ No

Par Levels & Rotation

Are par levels set and stock rotation consistently followed?

☐ Yes ☐ No

SAFETY & COMPLIANCE

Food Safety

Are health and safety standards documented and consistently followed?

☐ Yes ☐ No

Sanitation Training

Is staff trained on food safety and sanitation procedures?

☐ Yes ☐ No

Compliance Checks

Are inspections and compliance reports reviewed and acted on?

☐ Yes ☐ No

TECHNOLOGY & REPORTING

Systems Use

Are POS, inventory, and labor systems reviewed regularly and updated?

☐ Yes ☐ No

Data Access

Do managers have access to accurate data to make operational decisions?

☐ Yes ☐ No

Report Usage

Are reports used proactively to adjust operations and costs?

☐ Yes ☐ No

LEADERSHIP & CONTINUOUS IMPROVEMENT

Performance Tracking

Are menu items and services tracked for popularity, waste, prep time, and margin?

☐ Yes ☐ No

Improvement Culture

Are staff encouraged to identify inefficiencies and suggest improvements?

☐ Yes ☐ No

Count the total number of **No** answers across all sections and find your range below.

0-5

NO ANSWERS

Governed & Stable

Your operation runs on systems, not personalities. Recipes, processes, and training are documented, so performance is consistent no matter who is working. You have control over quality, costs, and service, and your kitchen can scale or adapt without risk.

0-12

NO ANSWERS

Exposed & Vulnerable

Some parts of your operation depend on key people, not documented systems. Mistakes, inconsistent service, or rising costs are possible. Without stronger processes, your operation is at risk if a key employee leaves, underperforms, or is unavailable.

13+

NO ANSWERS

Fragile & High Risk

Your operation is personality-dependent, not system-driven. Key processes, quality, and cost control rely on individuals, which makes your kitchen vulnerable to mistakes, inefficiency, and lost revenue. Immediate attention is needed to document processes, train staff, and gain control.

Ready to Strengthen Your Operation?

Schedule a complimentary **30-minute Food & Beverage Operational Review** with our team. We'll walk through your results, identify your highest-priority gaps, and outline a clear path forward.

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