

The 8 Proven People Practices

The more our employees feel valued, the better they will value what they do. The 8 Proven People Practices are not only good for business; they are the key to improving our employment image.

- Attract, hire, promote, and retain high-quality, customer-focused employees.
- Provide an informative and motivating orientation and effective training to all employees.
- Ensure that pay raises occur according to schedule.
- Position crew members and managers to deliver the best customer services.
- Ensure good communication among managers and crew.
- Give crew their breaks and ensure that there are enough crew members scheduled to handle the workload.
- Provide the necessary equipment to do quality work.
- Provide a safe, comfortable environment.

Why Follow the 8 Proven People Practices

Research has proven the importance of consistently and effectively following the 8 Proven People Practices. In 2005, restaurants scoring in the top 20 percent on the 8 Proven People Practices outperformed restaurants scoring in the bottom 20 percent in several ways.

- Approximately \$80,000 more in annual sales
- Around \$30,000 more in annual operating income
- Close to \$74,000 more each year in adjusted profit after controllables (PAC)
- \$5,000 less per year on crew labor
- 42.7 seconds faster Drive-thru experience time
- 45.6 seconds faster in-store experience time
- 8.1 fewer customer complaints per 100,000 transactions