

Gem Restaurant Partners

The Gem Hospitality Workforce Method™ Executive Overview

A repeatable framework restaurant owners can follow from concept development through opening and growth



GEM
RESTAURANT PARTNERS

Welcome to The Gem Hospitality Workforce Method™

Built from hospitality. Strengthened by HR.

Thank you for downloading this executive preview of The Gem Hospitality Workforce Method™.

The workforce challenges restaurants face are rarely isolated. Hiring, onboarding, leadership, training, retention, compliance, and operations all work together. When these areas are managed as one connected system rather than separate initiatives, restaurants build stronger teams, deliver better guest experiences, and create sustainable growth.

The Gem Hospitality Workforce Method™ was developed to provide restaurant owners with practical frameworks, assessments, dashboards, and tools that transform workforce management into a strategic advantage. Every resource is designed to help organizations build strong foundations, develop leaders, protect their operations, and execute with confidence.

This preview offers a glimpse into the methodology and the systems that support it. I hope it provides valuable insight and demonstrates how intentional workforce planning can strengthen every aspect of your operation.

Thank you for taking the time to explore the Gem Hospitality Workforce Method™.

Basimah Muhammad
Founder & Principal Consultant
Gem Restaurant Partners



Why Workforce Matters

Built from hospitality. Strengthened by HR.

Restaurant success isn't built on food alone.

It's built on people.

Strong workforce systems create:

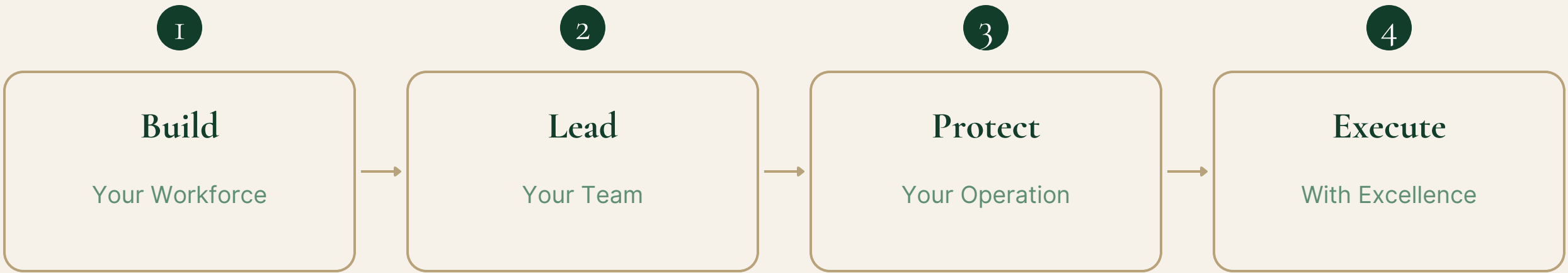
- Better guest experiences
- Lower turnover
- Stronger leadership
- More consistent operations
- Sustainable growth

The Gem Hospitality Workforce Method™ was created to help restaurant owners build those systems.



The Gem Hospitality Workforce Method™

Built from hospitality. Strengthened by HR.



Who This Is For

Built from hospitality. Strengthened by HR.

- ◆ Independent restaurant owners
- ◆ New restaurant openings
- ◆ Multi unit restaurant operators
- ◆ Growing restaurant groups
- ◆ Hospitality leaders developing management teams
- ◆ Restaurant organizations seeking stronger workforce systems

What Makes This Method Different

Built from hospitality. Strengthened by HR.

✓ Built specifically for the restaurant industry

✓ Combines hospitality operations with HR strategy

✓ Practical worksheets, dashboards, assessments, and implementation tools

✓ Designed to help operators build, lead, protect, and execute with confidence

The Gem Hospitality Workforce Method™

Built from hospitality. Strengthened by HR.

What's Included

- 1

Workforce Foundation
Workforce strategy, organizational structure, labor forecasting, and leadership expectations.
- 2

Hiring
Recruiting systems, interview guides, hiring scorecards, and selection processes.
- 3

BOH Readiness System
Back-of-House (BOH) onboarding, kitchen organization, food safety, and station readiness.
- 4

FOH Readiness System
Front-of-House (FOH) onboarding, service standards, menu knowledge, and guest recovery.
- 5

Leadership Development
Leadership standards, coaching, communication, accountability, performance management, recognition, and culture building.
- 6

Retention & Engagement
30-60-90 day check-ins, recognition programs, stay interviews, and retention planning.
- 7

Compliance & Documentation
Personnel records, workplace documentation, training records, investigations, corrective action, and compliance audits.
- 8

Opening Readiness
Opening planning, workforce readiness, training execution, launch preparation, and post opening stabilization.

A Preview of the Method in Action

The following pages showcase a selection of the proprietary frameworks, assessments, dashboards, and implementation tools included throughout the complete Gem Hospitality Workforce Method™.



◆

Organizational Structure Worksheet

Building the Team Before Opening Day

Leadership Team

Owner: _____

General Manager: _____

FOH Manager: _____

Executive Chef: _____

Additional Leadership Roles: _____

Reporting Structure

Who reports directly to the General Manager? _____

Who reports directly to the Executive Chef? _____

Who reports directly to the FOH Manager? _____



Recruiting System Assessment

Building Teams That Support Exceptional Guest Experiences

Rate Your Current Recruiting System

Rating Guide

Recruiting System Rating

- 1-Needs Improvement

Not established or used consistently.
- 2.Developing

Partially implemented and improving.
- 3.Established

Fully implemented and consistently followed.

Topic	Rating
Standard hiring process	
Interview guides	
Candidate scorecards	
Defined hiring responsibilities	
Candidate communication standards	
Documentation process	
Your Score	

If not, what needs to be developed?

Overall Assessment

- 15–18 / Established

A structured recruiting system is in place and consistently followed.
- 10–14 / Developing

Core recruiting practices exist but require greater consistency.
- 6–9 / Needs Improvement

Significant recruiting systems should be developed to improve consistency and hiring outcomes.



The Gem Station Standard™

Building Kitchen Teams That Deliver Consistency, Quality, and Safety

I
Cleanliness
Sanitized surfaces, clean equipment, spotless stations

2
Organization
Everything in its place, labeled and accessible

3
Readiness
Mise en place complete before service begins

4
Communication
Clear handoffs, ticket flow, verbal confirmations

5
Consistency
Same quality every plate, every shift, every day



Guest Communication Competency Assessment™

Building Teams That Deliver Exceptional Guest Experiences

Employee Name:

Position:

Shift:

Date:

Skill Area	Developing	Proficient	Expert
Active Listening	☐	☐	☐
Professional Communication	☐	☐	☐
Positive Language	☐	☐	☐
Managing Expectations	☐	☐	☐
Difficult Conversations	☐	☐	☐
Dietary Communication	☐	☐	☐

Communication Competency Guide

Developing
Learning the skills needed to communicate effectively with guests. Coaching and regular practice are needed to build confidence and consistency.

Proficient
Consistently demonstrates professional communication and effectively manages most guest interactions with minimal guidance.

Expert
Consistently communicates professionally, builds positive guest relationships, and represents the restaurant's service culture with confidence.



Manager Comments:

GEM Leadership Standards™

Building Leaders Who Build Strong Teams



Lead by Example

Demonstrate the behaviors and standards expected of the team.



Communicate Clearly

Provide direction, expectations, and feedback that eliminate confusion.



Coach in Real Time

Address opportunities and reinforce positive behaviors as they occur.



Drive Accountability

Consistently enforce standards while treating employees with respect.



Recognize Success

Celebrate contributions, effort, and achievements that reinforce outstanding performance.



Retention Dashboard

Building Workplaces Employees Want To Stay In

Restaurant Name

Date

Metric	Goal	Current
Overall Turnover	< 30% annually	
First-Year Turnover	< 20%	
90-Day Turnover	< 15%	
Employee Retention Rate	90%	
Average Employee Engagement	4.5 / 5	
Internal Promotions	3 / year	
Average Employee Tenure	2+ years	

Areas for Improvement:

GEM Retention KPI Guide™

Measure the Health of Your Workforce

Employee retention is influenced by leadership, engagement, development, and workplace culture. These key performance indicators (KPIs) help identify trends, measure organizational health, and guide continuous improvement efforts.

Metric	How to Calculate	Suggested Goal	Why It Matters
Overall Turnover	(Employees Separated During Period ÷ Average Number of Employees) × 100	Below 30% annually	Indicates overall workforce stability and the effectiveness of retention efforts.
First-Year Turnover	(Employees Leaving Within Their First Year ÷ Total New Hires) × 100	Below 20%	Measures the success of recruiting, onboarding, and early leadership support.
90-Day Turnover	(Employees Leaving Within 90 Days ÷ Total New Hires) × 100	Below 15%	Identifies onboarding or training issues before they become long-term retention problems.
Employee Retention Rate	(Employees Remaining ÷ Employees at Start of Period) × 100	90%	Measures the organization's ability to retain experienced employees.
Employee Engagement	Average employee engagement survey score (1–5)	4.5 / 5	Highly engaged employees are more likely to stay, perform well, and contribute positively to the culture.
Internal Promotions	Number of employees promoted internally during the year	3 per year	Demonstrates investment in employee development and career growth opportunities.
Average Employee Tenure	Total Years of Service ÷ Number of Employees	2+ years	Longer tenure often reflects stronger leadership, engagement, and organizational stability.

Turnover is a lagging indicator. Engagement, leadership, and development are the leading indicators that influence it.



Workforce Compliance Audit Worksheet

Protecting the Business Through Consistent Workforce Practices

Restaurant Name

Date

Employee Documentation

- ☐ Personnel files complete
- ☐ Required acknowledgements completed
- ☐ Documentation stored appropriately

Corrective Action

- ☐ Documentation maintained
- ☐ Follow-up completed
- ☐ Records filed appropriately

Training Records

- ☐ Training records current
- ☐ Certifications current
- ☐ Cross-training documented

Investigations

- ☐ Cases documented
- ☐ Findings documented
- ☐ Closure documented

Overall Audit Score

/12

Notes



First 90 Days Assessment

Bringing Your Workforce Strategy to Life

Restaurant Name

Opening Date

Rate each area:

Area	Score
Workforce Stability	___ / 5
Employee Retention	___ / 5
Leadership Effectiveness	___ / 5
Operational Consistency	___ / 5
Team Engagement	___ / 5

Total Score
First 90 Days Score: _____ / 25

Action Plan



Gem First 90 Days Assessment Guide™

Bringing Your Workforce Strategy to Life

5 – Excellent

Consistently exceeds expectations. Systems are established and producing strong results.

Minimal intervention required.

4 – Strong

Performing well with only minor opportunities for improvement. Processes are generally consistent.

3 – Developing

Core systems are in place but inconsistently executed. Additional coaching or refinement needed.

2 – Needs Improvement

Significant gaps affecting operations or employee performance. Immediate attention recommended.

1 – Critical Priority

Major deficiencies creating operational risk. Requires immediate action and leadership focus.



Meet Your Consultant

Built from hospitality. Strengthened by HR.



Basimah Muhammad
Founder & Principal Consultant

Working in hospitality taught me how restaurants operate. Transitioning into Human Resources showed me why so many restaurants struggle to build and sustain strong teams.

Restaurant owners weren't struggling because they lacked passion.

They were struggling because they lacked repeatable workforce systems.

That's why I created the Gem Hospitality Workforce Method™, to help restaurants build strong teams, strengthen leadership, and create sustainable growth through practical, real-world implementation..

Ready to strengthen your workforce?

Complete the Workforce Readiness Assessment™ and schedule your complimentary Workforce Results Review.



Let's Connect

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