Restaurant Operations Diagnostic
Finding hidden process issues causing lost revenue
Small restaurant operations | on-site workflow observation | profit decline investigation

Situation

Restaurant owners were losing profit but couldn't see where the problems were in their process.

Friction

- Orders delivered without consistent recording in POS.
- No tracking of kitchen output vs registered sales.
- Inefficient staffing and workflow design.
- No visibility into real profit drivers.

Decision

Conduct operational diagnostic to identify process gaps affecting revenue and efficiency.

Actions

- Observed full workflow from order → kitchen → payment.
- Compared production vs registered sales.
- Reviewed staffing structure and process flow.
- Identified execution gaps and revenue leakage.
- Delivered structured improvement recommendations.

Impact

- Root causes of profit decline were identified.
- A clear roadmap for improvement was defined.
- Owners became aware of execution issues they had not seen before.

System Insight

Many profit problems come from process gaps, not from prices or demand.

Evidence

- A structured diagnostic report was delivered.
- Specific process issues were identified, including unrecorded orders.