



RESTAURANT LOVE

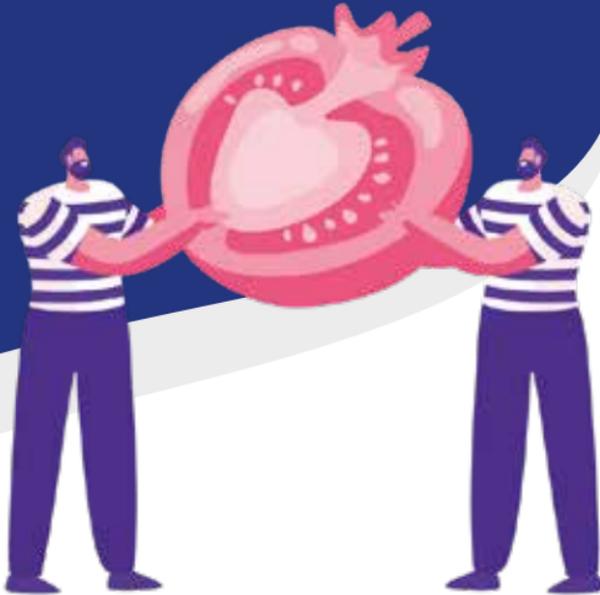


RESTAURANT LOVE

# MENU

The ingredients of our Restaurant Love Menu – the thoughts and solutions – are carefully selected by our staff.

These ideas and wisdom guide us all in the same direction. A shared view of our goals, how we should act, and the kind of attitude with which we work is important. We want our customers to notice us and the services we provide in a way that sets us apart from other restaurants. The menu items are best when shared with your co-workers. We hope you enjoy what we offer because you are the most important thing to us.





RESTAURANT LOVE

# MENU

## **STARTERS:**

One for all, all for one

A hearty start for easier everyday life: *Trust*

## **COMPLIMENTS OF THE CHEF**

Laughter is the best medicine – for everyone

## **MAIN COURSES**

### **– A WORK COMMUNITY WE HAVE MADE OUR OWN**

Our signature dish: A well-functioning work community

Genuine flavours: Openness

A big portion for sharing: Respect and appreciation

## **DESSERT**

Person to person

Interaction – *enjoy with all courses!*

## **DRINKS MENU**

Compliment, thank, encourage & improve



Our restaurants do not serve:

Temper tantrums, meddling, talking behind others' backs, ordering people around, bad attitude and being mean, neglecting our responsibilities.



## STARTERS:

# ONE FOR ALL, ALL FOR ONE

### A HEARTY START FOR EASIER EVERYDAY LIFE: TRUST

Trust consists of a jointly agreed division of responsibilities, taking care of your duties and the kind of instinct that tells you when a co-worker could use some help, even if it is not part of your job on paper. Trust cannot be bought. It must be carefully built together, and everyone's actions affect the process.

### DRINK RECOMMENDATION:

The perfect pairing to compliment trust is empathy – put yourself in your colleague's shoes! We recommend being open instead of rolling your eyes or snapping.



# COMPLIMENTS OF THE CHEF: LAUGHTER IS THE BEST MEDICINE – FOR EVERYONE

Humour – it makes us feel good and enjoy working together. This set increases and maintains good vibes. A portion of humour should be consumed often and regularly – it creates team spirit and helps sustain your energy. Humour increases good vibes, which the customer will be able to pick up on. This dish is sometimes a little bit ripe, but it always tastes sweet; humour is funny only when we are laughing together, not at each other.

## **WE RECOMMEND:**

Taking work seriously but not working seriously. Work should be conducted with a twinkle in your eye, but still with a responsible attitude when necessary. It is also allowed to share your laughter and joy with the customers.



**MAIN COURSES:**

**A WORK**

**COMMUNITY**

**WE HAVE MADE**

**OUR OWN**



**OUR SIGNATURE DISH:**

**A WELL-FUNCTIONING WORK COMMUNITY**

A well-functioning work community is the cornerstone of our menu. It includes good leadership and working towards a common goal. The key ingredient of a good work community is everyone's input. It helps us sustain our energy even when faced with surprising changes and busy times. It is the ultimate comfort food, which provides a healthy sense of security even in difficult customer situations – we are always on your side!

**GENUINE FLAVOURS: OPENNESS**

Openness doesn't leave a bad taste! All challenges are faced constructively and together. They are solved as a group as well. This dish is best when shared with the whole group, and it is especially delicious when it feels like there



is something in need of improvement. Just remember to season it with respect for others!

### **A BIG PORTION FOR SHARING: RESPECT AND APPRECIATION**

This dish is prepared with mutual respect. We appreciate our diversity and our co-workers' skills – in our community, we are all free to be ourselves. The main ingredient is a common goal: we always succeed as a team, and that is the best way to improve too. Appreciation and respect work well with customers as well. We serve all our customers with the same brilliant attitude and create meaningful interaction.

### **WE RECOMMEND:**

A good vibe is always suitable for sharing. Indeed, it's easy to spread throughout the team. The sweet taste of a positive atmosphere is sure to charm our customers too! It is you and your good vibe that ensure our customers have a perfect experience.

**DESSERT:**

# PERSON TO PERSON

## **INTERACTION – ENJOY WITH ALL COURSES!**

A delicious plate that does not include overly sweet flattery, but only positive and good-spirited teamwork. The flavours are complemented by the opportunity to handle difficult situations together. A work community can handle discussing uncomfortable things when the discussion is kept constructive and respectful. Good interaction is the spice that makes everything else taste good. Misunderstandings can be avoided with good communication, information flow and team spirit.

Everyone can select the seasoning for interaction according to their own taste: there is no need to discard all emotion, but it is good to consider before you speak – we all have a duty to help each other learn. Good interaction brings joy to both co-workers and customers.

## **WE RECOMMEND:**

‘Hello’, ‘Thank you’ and ‘I’m sorry’ are great expressions. We use them often. Do not assume – ask. Talk face-to-face, not behind peoples’ backs. If you’re having a bad day, it’s OK to let your co-workers know. It often helps others empathise and not wonder why you are not smiling as much – it might even make you feel a bit better.

## DRINKS MENU:

# COMPLIMENT, THANK, ENCOURAGE & IMPROVE

### **DRAFT: HOUSE ENCOURAGEMENT**

A hearty portion consisting of mutual encouragement. Encouragement helps to build a great atmosphere and an inspired attitude. It makes both your co-workers and customers happy. Excellent for everyday use, both during busier and calmer times.



### **SPRINKLING FEEDBACK**

Feedback should be enjoyed often and in large quantities. It should also be served to others! Good feedback should be given even for the smaller good deeds. If there is something a co-worker needs to improve on, it is only fair to let them know constructively and to help them come up with a solution.

### **WE RECOMMEND:**

More can and should be requested! Encouragement and feedback make everyday life easier and when enjoyed regularly, help us succeed and learn together.

# OUR RESTAURANTS DO NOT SERVE: TEMPER TANTRUMS

We all have bad days, and sometimes we are just tired, but we never take it out on others. Instead of being cranky, we let others know what is wrong. If it is work-related, we come up with a solution together. If it is personal, you can talk about it too. How can your co-workers support you and take your situation into consideration?

## **MEDDLING**

We share responsibilities and trust each other. Trust is earned by everyday actions. Meddling does not increase trust. If there is something to fix, the matter is talked about together, and ideas about what should be done differently in future are discussed.

## **TALKING BEHIND OTHERS' BACKS**

Simply put: we do not diss a co-worker behind their back.

## **ORDERING PEOPLE AROUND**

Even in the most challenging situations, we do not order others around. Ask as you would like to be asked. A small thing that can easily make someone's day or ruin it.

## **BAD ATTITUDE AND BEING MEAN**

We do not approve of being mean. You do not need to be best friends with everyone, but a well-functioning work community does not include a bad attitude. If something is wrong, we discuss it fairly and directly. A bad attitude is easily visible to customers as well – it is more pleasant to interact with someone who is in a good mood. If you feel the urge to say nasty things, reflect on why you feel that way, and what could be done to improve the situation. Sometimes it helps to just count to ten.

## **NEGLECTING OUR RESPONSIBILITIES**

We always do what we have promised – and ask for help or let someone know if we simply cannot. We are all responsible for ensuring that our co-workers can start their shift in peace: prepping is handled properly, and everyone does their part to ensure everything is clean. Thinking “someone will do it” is not a thing in our restaurant. If you do not know how to do something, ask for help.



# Game Plan for the



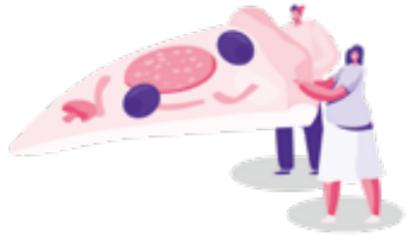
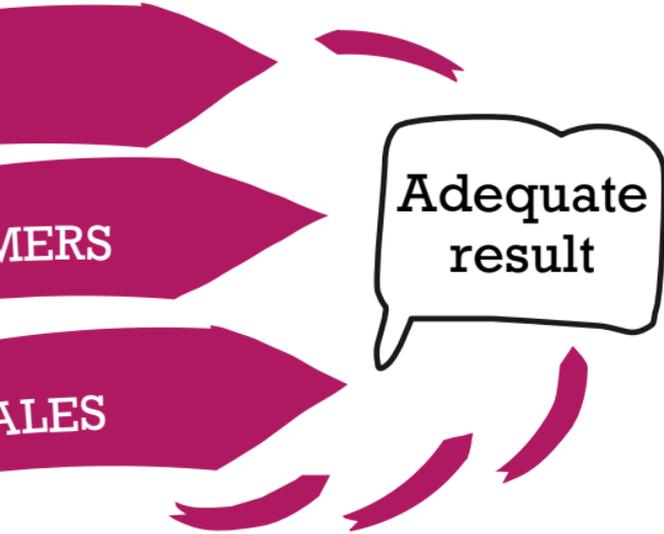
ENTHUSIASM

HAPPY CUSTOMERS

PLENTY OF SALES



# e restaurant sector





The ingredients of our Restaurant Love Menu  
– the thoughts and solutions – are carefully  
selected by our staff.

**We – you and me – are the people who make the Restaurant Love Menu reality for us and for our customers, by generously serving these treats to each other. Thank you for being part of our big happy restaurant family. You have a huge role to play in making this menu as delicious as it is!**

**May your work be full of enjoyable, happy and shared moments!**

