

[View this email in your browser](#)



March 19, 2024

In this issue:

- [Restaurant Ordering in the Age of Voice AI](#)
- [Resources for Restaurants Without an In-House HR Manager](#)
- [Why "Career Artists" Color Outside the Lines](#)
- [PODCAST: Transforming Restaurant Managers Into Leaders](#)
- [I Hate My Boss: What Should I Do Now?](#)

Restaurant Ordering in the Age of Voice AI



Pick up a phone to order a Domino's pizza or pull up to the White Castle drive-thru these days, and the voice taking your order is increasingly likely to be the product of AI. Voice AI at the drive-thru and on phone orders is so new and evolving that industry players like ConverseNow, Presto Automation, and SoundHound

have either expanded on their original missions or shifted gears completely since their startup days.

ConverseNow, which was founded in 2018 and counted Domino's among its first restaurant partners, recently announced a new partnership with Michigan-based franchisor Jet's Pizza, which will make the technology available to Jet's individual operators.

"Voice AI is a game-changer for Jet's Pizza as it allows us to address a big concern of ours: making sure our franchisees are making good use of their human capital," Jet's Pizza Chief Information Officer Aaron Nilsson said in a news release. "We aim to make technology as good as our pizza."

Continue to the complete article and learn how Voice AI is a solution to labor challenges and also drives sales!

Source: Janet Forgiveve, SmartBrief

[Read Full Story](#)

Resources for Restaurants Without an In-House HR Manager

Generally, there are five different departments within restaurants: kitchen staff, managerial staff, floor staff, bartenders, and delivery staff. However, depending upon the restaurant's format, the number of departments may vary, meaning that the structure of a human resources (HR) department for your restaurant will be as unique as your restaurant. Factors include what type of restaurant you run, its size, the number of employees, etc.



This article is compiled of resources that will help you understand HR-related issues and how to handle them, especially if you do not have a formal HR department.

Source: Society Insurance Human Resources

[Read Full Story](#)

Why "Career Artists" Color Outside the Lines

Those who report the greatest success and satisfaction within their careers do things a little differently. They apply novel brush strokes to processes as they strive for elevated outcomes. They uncover opportunities and offer necessary innovations. They freely experiment, take risks, and learn from failure. They approach the work a little (or a lot) differently than others. In the process of coloring outside the lines, they deliver differentiated results that fuel business needs, feed their artistic spirit, and distinguish them in their field.

Want to start coloring outside the lines in terms of your approach to work? Ask yourself:

- Where am I too rigidly relying on rules/processes?

COLOR outside THE lines

- Where could a small change spark greater personal engagement and potentially distinctive results?

This is a great leadership article; check it out in full!

Source: Julie Winkle Giulioni, SmartBrief

[Read Full Story](#)

PODCAST: Transforming Restaurant Managers Into Leaders

Check out this podcast where RunningRestaurants.com Founder Jaime Oikle hosts Jason Brooks, Founder and CEO of HospiVation, who shares his expertise on leadership in the restaurant industry from his new book. Brooks discusses the importance of understanding KPIs, the benefits of systematic leadership, and the need for effective delegation.



He emphasizes the value of an “owner-like orientation” for new employees and the significance of one-on-one reviews for building team relationships. The episode offers practical advice for restaurant managers to improve their leadership skills and make a community impact!

Source: *Running Restaurants Podcast*

[Check Out the Podcast](#)

I Hate My Boss: What Should I Do Now?



We've all heard the old saying, "Employees leave bosses, not companies." And it's true, folks - sometimes having a boss you hate can make or break your work experience.

If you're unhappy in your job, there's a chance your job isn't actually the problem. Maybe you're doing the right thing in the wrong place, and you just need an environment change instead of a full-blown career switch.

If that's hitting a nerve with you, you're not alone. But the great news is that while there are plenty of terrible bosses out there, there are also plenty of bosses who are so awesome that their employees consider them to be a friend, role model, and mentor.

Healthy work environments do exist, and it might be time for you to leave so you can find one! Or, it might be time for you to take a deep breath and have a hard conversation that will create some positive change in the workplace you're already in.

So, if you hate your boss – take a look at the five tips in this article that will help you figure out what to do next!

Source: Ken Coleman, Ramsey

[Read Full Story](#)

Your INDUSTRY. Your ASSOCIATION. Your COMMUNITY.

Have a question for the Wisconsin Restaurant Association team?
Not a WRA member and interested in learning more?

[Ask WRA](#)

[More Info](#)

[Join Us](#)



This is a communication from
The Wisconsin Restaurant Association
2801 Fish Hatchery Rd.
Madison, WI 53713
wirerestaurant.org



WISCONSIN
RESTAURANT
ASSOCIATION

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).