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What Makes a Great Leader? Meet the 2023 Power List

No doubt the general manager of a busy restaurant has a big job — overseeing day-to-day operations, ensuring profitability, meeting food-safety standards, pleasing customers and team members, setting goals.



Simply put, the GM has to understand the balance sheet as well as why an employee may be struggling through a shift. It's a juggling act, to be sure.

But what makes a GM great? According to Karen Ancira, KFC's chief people officer, it's those who embrace authenticity and build a culture.

"Of course, GMs run multimillion-dollar businesses, but they are growing people and building the leaders of tomorrow," Ancira said. "They're the first contact a lot of people in this workforce have and it's a big responsibility. Soft skills are playing a massive role now, so having a leader that is authentic is critical.

Source: *Nation's Restaurant News*

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12 Helpful Tips for Communicating Bad News to Staff and Stakeholders



Sharing bad news with your [company's employees or stakeholders](#) is never easy, especially when the bad news may directly affect them. Because of this, it's important to strike the right balance between remaining calm and professional while delivering the news in an empathetic manner.

To further help you through this situation, the members of Young Entrepreneur Council (YEC) answered the following question:

“When bad news strikes for the company, what’s one tip you have for how to approach communicating that news to your staff and other key stakeholders? Why?”

Take a look at the this quick article for these 12 best tips.

Source: *The Young Entrepreneur Council*

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What “The Bear” Tells Us About Restaurant Toxicity

In pop culture, the trope of the demanding, domineering chef is as old as that jar of anchovies sitting in the back of your pantry. Godon Ramsey barking orders on *Kitchen Nightmares* the sadistic antagonist that was Chef Skinner in *Ratatouille*; Bradley Cooper’s portrayal of Adam Jones, a hot-headed, substance-abusing chef in *Burnt*.



But now, in the wake off the #MeToo movement, the restaurant industry is facing a real-life reckoning as new reports of scandal and abuse continue to make headlines.

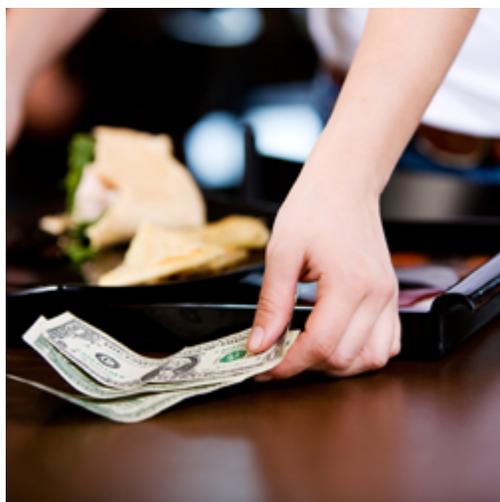
Take, for instance, the recent allegations against Dan Barber, chef, and co-owner of Blue Hill at Stone Barns. A number of former staffers have come forward to shine a light on the fine-dining establishment’s brutal work culture and immoral business practices, including

allegedly serving animal products to vegetarians and vegans. Or there's the famous West Village gastropub, the Spotted Pig, which in 2017 was ousted as a hotspot for rampant sexual misconduct in their so-called "rape room," where Mario Batali, one of the dining establishment's key investors, frequented. Michael Chiarello, Joe Bastianich, John Besh, and Johnny Luzzini, and Mike Isabella are just a few other famed chefs accused of sexual assault or harassment by employees. Or take Geoffrey Zakarian and Bobby Flay, who have both been sued by their own employees for failing to pay them for working overtime.

In this new age of awareness, pop cultural portrayals are shifting accordingly. They're not playing the screaming chef for laughs or drama; they're bringing awareness to the problem by sticking close to reality. FX's *The Bear* is the prime example: It's neither light-hearted nor unrealistic. Instead, *The Bear* is helping to make the abusive cycle in the restaurant industry crystal clear.

Source: Maki Yazawa, Well + Good

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What is a Kitchen Appreciation Fee

Understaffing, slower service, and employee burnout are all too common in the restaurant industry these days, as ongoing labor struggles continue.

Restaurant operators and owners might have little control over national and local economic factors that affect profitability (like rising labor costs, rampant inflation, and precarious supply chains), but there are things you can do to help boost employee retention and improve

staff wages while maximizing your returns.

Kitchen appreciation fees are one way to do this. In this article, you will discover:

- What a kitchen appreciation fee is
- Why restaurants are introducing kitchen appreciation fees
- Best practices around kitchen fees (and what to avoid)

For both your staff and your guests, clear and honest communication is key.

Source: Caroline Price, TOAST On the Line

[Learn about kitchen fees here](#)

30 Restaurant Interview Questions (With Example Answers)

Restaurant jobs generally require a combination of customer service and technical skills. When you're interviewing for a restaurant job, it's beneficial to review potential questions ahead of time so that you can highlight these skills.



Thinking through these potential interview questions can help you prepare your answers to impress your future employer. In this article, we discuss restaurant industry interview questions and offer some example answers to help prepare you for an interview.

Source: Indeed Editorial Team

Refresh your interview strategy with these questions

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