



TOP  
10

# TIPS FOR ACHIEVING OPERATIONAL E.X.C.E.L.L.E.N.C.E.

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1. **Excel.** Foodservice organizations that excel and achieve continual improvement and sustainable growth follow a strategic plan destined for success. This is viewed as the state of the operation accomplished through continuous innovation and technology implementation in its service model.
2. **X Factor.** Your team possessing the ability to add intangible value to your foodservice operation makes them the X factor. Find a way to do more for your customers than your competitors, and consistently maintain that elevated standard. Think outside the box and support your team members' ideas.
3. **Communication.** Outstanding communication between customers and organizations is one key to achieving operational excellence. It will eradicate the 'demanding' view of customers, which permeates through some businesses. Also, effective communication between organizations and their team members is vital to achieving excellence.
4. **Equity.** Creating a diverse work environment, and ensuring that every individual in your operation is respected and given what they need to succeed, puts your team in a different arena. When your employees are provided the proper tools for success, your operation can attain excellence.
5. **Leadership.** Leadership arouses passion and engages our values when leaders lead with humility. Organizations that practice **Stewardship, Unity, Purpose, Excellence, Respect, and Beauty** embody great leaders who strive for operational greatness. Preparing your team to work above the line and focus on the vision will keep the organization on course for success.
6. **Loyalty.** In the absence of customer satisfaction with service quality, or the absence of price satisfaction, customer loyalty can still be achieved. Loyalty does not refer to single transactions or moments, but to a long-term relationship where other factors become more important over time.
7. **Education.** Acquiring CDM, CFPP certification can put you and your foodservice operation in the forefront and allow you and your team to focus on the process and think systemically. Foodservice operations understand that processes are interconnected, and the most essential issues typically occur when work is moved from one process to another.
8. **Noteworthy.** Excellent organizations are noticed when they stand out and attract the attention of others because of their stellar qualities and creative contributions. When your team has the "secret recipe," others will take notice and create ways to be like you.
9. **Culture.** Establish a culture that enables the desired behaviors to execute the strategy, and continuously develop the competencies of leadership. Once the desired culture is created, continue to attract and hire the right individuals for your organization.
10. **Empathy.** An empathetic organization has the ability to share the feelings of their team members. This contrasts with sympathy, which is when pity or sorrow for someone's misfortune is expressed. Empathy is the capacity to step in the other person's shoes and understand their feelings. Showing empathy will create loyalty and respect, which leads your team to organizational excellence.

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