

THE GRAVITY SYSTEM

30-Day Restaurant Improvement Plan Library

PRIORITY 12 • EMAIL MEMBER EDITION

Twelve focused plans for measurable restaurant improvement

Customer pacing • Table turns • Ticket times • Order accuracy
Labor forecasting • Deployment • Readiness • Average check
Complaint recovery • Food waste • Training mastery • Sales intelligence

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How to Use This Library

This complete Priority 12 edition is provided as a free resource for members of the Gravity Restaurant Leadership email list. Members may receive implementation guidance, new restaurant-management resources, Gravity System news, and relevant product information by email. Email membership is free, and members may unsubscribe at any time.

These plans are designed to produce controlled improvement—not thirty days of temporary attention. Use one plan at a time when management capacity is limited, or run compatible plans together only when ownership, measurement, and training remain clear.

The required operating sequence

Period	Purpose
Days 1–5	Measure the baseline and identify causes.
Days 6–10	Define the standard, ownership, tools, and target.
Days 11–15	Train and begin a controlled pilot.
Days 16–23	Expand execution, observe, coach, and record.
Days 24–27	Stress-test and correct weak handoffs.
Days 28–30	Verify results, document the standard, and establish sustainment.

Rules that apply to every plan

- Never improve one number by damaging food safety, hospitality, product quality, employee dignity, or legal compliance.
- Define every metric before measuring it. Use medians, rates, and outliers where averages can hide the truth.
- Record the baseline before coaching changes behavior.
- Assign one accountable manager and named supporting roles.
- Document exceptions and causes; do not treat every variance as employee failure.
- At Day 30, either standardize the improved method, extend the controlled test, or stop the change.

Priority order and compatibility

Wave	Plans	Reason
Wave 1	Readiness; Order Pacing; Ticket-Time Consistency; Order Accuracy	Stabilizes the guest and production path.
Wave 2	Table Turns; Labor Forecasting; Shift Deployment	Matches capacity and staffing to demand.
Wave 3	Average Check; Complaint Recovery; Food Waste	Improves revenue, retention, and cost control.
Wave 4	Training Mastery; Daily Sales & Operating-Factor Review	Protects learning and strengthens future decisions.