

THE GRAVITY SYSTEM

60-Day Guided Restaurant Improvement Plan Library

PRIORITY 12 • BEGINNING-LEVEL EMAIL MEMBER EDITION

Twelve guided 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 guided 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.

This edition preserves the exact improvement areas, operating standards, measures, and intended outcomes of the accelerated 30-day edition. It spreads the work across sixty days so beginning managers and slower-paced operations have additional time to understand the measures, practice the standard, coach employees, correct setbacks, and verify that the result can be sustained.

Use one plan at a time unless the restaurant has enough trained management capacity to protect ownership, measurement, coaching, and follow-through in every active plan.

Which edition should I use?

Choose	Best Fit	Commitment
30-Day Accelerated	Established managers; reliable operating data; employees accustomed to structured training; capacity for daily follow-through.	Faster implementation with compressed practice and review.
60-Day Guided	Beginning managers; newer or smaller teams; limited systems experience; operations that need more teaching, repetition, or coaching.	The same standards and intended outcomes with a steadier learning pace.

Quality promise: The 60-day edition is not a reduced standard. Both editions use the same measures, operating requirements, protections, and intended outcomes. Only the pacing and level of implementation support differ.

The required operating sequence

Period	Purpose
Days 1–10	Learn the measure, observe the current operation, and establish a trustworthy baseline.
Days 11–20	Define the standard, ownership, tools, target, and employee explanation.
Days 21–30	Train in small groups, practice, and run a limited pilot.
Days 31–46	Expand execution gradually, observe, coach, and record.
Days 47–54	Stress-test the process and correct weak handoffs without abandoning the standard.
Days 55–60	Verify results, document the improved method, 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.
- Use the additional time for learning, practice, observation, and correction—not delay.
- Document exceptions and causes; do not treat every variance as employee failure.
- At Day 60, either standardize the improved method, extend the controlled test, redesign it, 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.