



Bailee Bulman

Ginna's Café Intern
Scheels – Bismarck

Primary Responsibilities:

- Overseeing inventory levels and ordering supplies by estimating future needs
- Coordinate daily FOH and BOH operations
- Ensure that food safety standards and cleanliness was being maintained
- Train new employees

Project:

Improve consistency within the restaurant in order to gain better control of costs and more customer satisfaction.

Findings:

- Most employees did not have a good understanding of consistency and its importance.
- Through more training employees gained better understanding of consistency and began to take more initiative to improve
- A better training program, including on-going training, would be beneficial for employees

Lessons learned:

- Always be positive and have a good attitude, you never know who is watching.
- Take every task seriously and give it your best effort, no matter how small it may be.
- Quality service is so important, if you don't take care of your customer, someone else will.