

RESTAURANT

THE CHALLENGE

A local restaurant was struggling to stay afloat. Employee scheduling was chaotic, food waste was out of control, and customer traffic was steadily declining. Equipment kept breaking, staff turnover was high, and the three owners weren't aligned—causing confusion and bottlenecks across daily operations. The stress was mounting, and profitability seemed out of reach.

THE SOLUTION

We started with small, focused experiments—shifting one thing at a time. Through coaching, the owners quickly recognized that their lack of alignment was at the root of many issues. Once they addressed this directly, everything else became easier. Scheduling was streamlined, roles were clarified, and it was discovered that multiple people had been handling inventory and ordering—leading to unnecessary waste and expense. That was fixed fast.

RESULTS

With clear leadership and systems in place, the restaurant turned a profit. They rebranded, started drawing new customers with live music on Thursday nights, and stabilized operations. One person now handles ordering—saving the business thousands each year. Most importantly, they've retained the same core employees for over eight years and have since expanded to open a second location.

KEY TAKEAWAYS

- Owner misalignment can quietly undermine everything
- Clarity in roles = fewer mistakes, more accountability
- Small experiments can create big momentum
- Culture shifts when systems support the people

CONCLUSION

Through the coaching partnership, this restaurant became the *one* where people stayed – the average employment time was 5+ years. Yelp reviews improved from an average of 3 to 4.5 stars. By sustaining this growth, the owners sold to an out-of-State investor for significant profit.

CLIENT PROFILE

- Industry: Restaurant/Hospitality
- Size: 1 location (at the time), family-owned
- Structure: 3 co-owners, 15-20 staff
- Services Provided: Business coaching, operations alignment, leadership support
- Timeframe: 3-6 months; ongoing advisory until purchase



Unrestricted Humans partners with businesses to solve their big problems. By leveraging their

Unrestricted Humans Growth Framework™

and taking a fix-it-together approach, businesses achieve both solutions for today and skills to effectively problem solve in the future.