



Restaurant Manager Training Academy (RMTA) Intake Questionnaire

This questionnaire is designed to assess your restaurant's operational structure, management effectiveness, and training needs. Please answer as thoroughly as possible to help us tailor our services to your business.

General Restaurant Information

1. What is the name of your restaurant? _____

2. What is your restaurant's concept and cuisine type? _____

3. How long has your restaurant been in operation? _____

4. What is your average check per guest? Does this align with your target market's financial demographics? _____

5. What is your current seating capacity? _____

Financial & Operational Overview

6. What were your total sales and net profit last year? _____

7. What percentage of your revenue comes from food sales vs. beverage sales? _____

8. What are your current food cost and beverage cost percentages? _____

9. Do you have structured inventory management and cost control procedures in place? _____

10. How often do you update your menu pricing based on market trends and ingredient costs?

Management & Leadership Structure

11. How many managers do you currently employ, and what are their roles? _____

12. What is your management turnover rate (how long does the average manager stay employed)? _____

13. Do you have a management training program in place? If so, describe its structure. _____

14. How would you describe your restaurant's management culture? _____

15. Do you have a structured review and evaluation process for managers? _____

Staffing & Retention

16. What is your current employee retention rate for both FOH (Front of House) and BOH (Back of House)? _____

17. What challenges do you face in hiring and retaining quality managers? _____

18. What is your budget for management salaries and training? _____

19. Do you provide incentives or career development opportunities for managers? _____

20. Have you experienced any employee conflicts or leadership challenges that impact service quality? _____

Service Standards & Customer Experience

21. What customer service training, if any, do you provide for managers and staff? _____

22. How do you handle guest complaints and service recovery? _____

23. Have you implemented any customer feedback or review tracking systems? _____

24. What are your biggest challenges in delivering consistent service standards? _____

25. How do you ensure managers maintain and enforce health, safety, and sanitation protocols? _____

Technology & Business Development

26. What Point-of-Sale (POS) system do you currently use? _____

27. Do you use data analytics or reporting software to track performance metrics? _____

28. Have you implemented any automation tools to streamline operations? _____

29. How do you approach vendor negotiations and purchasing strategies? _____

30. Are you interested in expanding your restaurant or optimizing your current model? _____

Final Thoughts

31. What are the biggest pain points or challenges you hope to solve with RMTA's services? _____

32. If you could improve one thing about your restaurant's management today, what would it be? _____

33. Are you interested in short-term consulting, a full management training program, or ongoing support? _____

34. Do you have any additional questions or specific requests regarding RMTA's services? _____

Next Steps:

Once completed, please submit this questionnaire to info@hospitalityedge.com We will review your responses and schedule a consultation to discuss tailored solutions for your restaurant.

Thank you for your time! We look forward to working with you.

