

A central image of a woman with glasses holding a large alarm clock. The background is a light blue and white abstract space filled with business-related icons: a bar chart with the number 150, a pie chart, a document with a blue pen, and a document with the Adobe logo. The text 'Restaurant DOCTOR UK' is overlaid in the center, and 'TIME MANAGEMENT TRAINING BOOK' is at the bottom. A red 'PDF' icon is also present.

Restaurant DOCTOR UK

PDF

Adobe

**TIME MANAGEMENT
TRAINING BOOK**

<http://www.restaurantdoctoruk.co.uk>



If you can't manage yourself how do you expect to be able to manage other people!

Organising your time is paramount if you want to run a successful restaurant.

Reducing your stress will make your life a lot easier and clearer.

Welcome to the **restaurantdoctoruk**'s Managing Yourself guide to time and stress management.

The aim of this guide is to give you a detailed insight into how you and your staff can take steps to organise your time and tasks effectively and efficiently, and also techniques to reduce the level of stress in your life and your workplace.



CONTENTS

1. Introduction (Page 4)
2. The Importance Of Managing You Time Effectively (Page 5)
3. Analysing How You Spend Your Time (Page 6)
4. Organising Your Tasks (Pages 7 & 8)
5. Using A Personal Planner (Page 9)
6. Delegating (Page 10)
7. The Importance Of Keeping Your Workplace Stress Free (Page 11)
8. Reducing Stress In Your Workplace (Pages 12 & 13)
9. Stress reduction techniques for you (Page 14)
10. Conclusion (Page 15)



INTRODUCTION



What is Time Management?

To put it simply, Time Management is how you organise your time efficiently in order to take control of the various tasks you have to get done and meet the deadlines you have set.



Why should I manage my time effectively?

The reason you should do this is to make the most of your time and to become productive. You will get more done if you plan what time you spend doing certain things.



How can I make the most of my time if there are only 24 hours in a day?

There are some simple but highly effective methods for managing your time in this guide, we will discuss them further later on.



Why should I be bothered about stress?

Stress can seriously affect your health and the health of your employees. You should create a stress-free working environment for both you and your employees.



How can I reduce stress in my workplace?

There are many different ways to reduce stress discussed in further detail in this guide; we will discuss them later on in this guide.



THE IMPORTANCE OF MANAGING YOUR TIME EFFECTIVELY.

It is vital to use your time wisely if you are to become productive in your role as a manager, especially if you have a lot of people in your workplace who 'demand' some of your time. The ways which others can 'demand' your time are;

- Meetings.
- Opinion Seeking Employees.
- Grievances & Discipline Matters.
- Visitors.
- Telephone Calls.
- E-Mails.
- Complaints.
- Tasks Set By Peers.

Add all this to your own workload and you will realise that you are interrupted continuously throughout the day and then realise that you haven't actually got any of your own work done!



Does this sound familiar?



How often have you thought 'what the hell have I done with my time today? I've got nothing done?'.

If you are like a lot of people that I know then the answer to that will be-nearly everyday!

You can't just stop talking to people or shut yourself away in your office, you still need to have the same contact with people, you just need to set priorities on what you do and when you do it.

Once you have created (and stuck to) your guidelines then you will see that you will get a lot more done.

ANALYSING HOW YOU CURRENTLY SPEND YOUR TIME.

This is important because if you don't know what the problem is you can't fix it.

You must complete a simple exercise in order to see what time you spend doing certain activities throughout your working day or week.

Use the table below to record what you actually do throughout the course of your working day, and the time spent doing that task.

Time	Mon	Tues	Weds	Thurs	Fri	Sat	Sun
9am-10am							
10am-11am							
11am-12pm							
12pm-1pm							
1pm-2pm							
2pm-3pm							
3pm-4pm							
4pm-5pm							

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Managing Yourself Stress & Time Management



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ORGANISING YOUR TASKS



Did you notice how much time you waste on tasks that you could have probably left until a later time so you could concentrate on other more urgent tasks?

Once you have analysed how you spend your time you can start to prioritise your tasks so that you get the important jobs done first.

What we need to do now is break up your tasks into the following level of importance;

- ✓ **Urgent**
- ✓ **Not Urgent**

Once you have arranged your tasks into the above categories you will be able to spend your time much more effectively.

- **Urgent Tasks.**

These are the tasks you have to do within a limited timescale or immediately, Examples of the things you should class as urgent are;

- ✓ **Emergencies.**
- ✓ **Tasks with deadlines (tax returns).**
- ✓ **Complaint handling.**
- ✓ **Important telephone calls.**
- ✓ **Meetings.**
- ✓ **Grievances, disciplinary matters.**
- ✓ **Health & Safety Checks**

- **Not Urgent Tasks.**

These are the tasks you need to do, but not now, they are the things you need to do at some point but can wait until later. Examples of the tasks you should consider as not urgent are;

Managing Yourself

Stress & Time Management



- ✓ Updating your training programmes.
- ✓ Arranging a meeting with a new supplier.
- ✓ Staff appraisals.
- ✓ Unnecessary Interruptions from employees
- ✓ Unnecessary telephone calls or e-mails.
- ✓ Updating your menu and winelist.

Now, we should categorise these tasks into important and not important, so we know which ones should be attended to first.

	Urgent	Not Urgent
	Needs immediate action	Although needs attention soon
Important	<ul style="list-style-type: none"> ✓ Emergencies ✓ Complaint handling ✓ Important telephone calls 	<ul style="list-style-type: none"> ✓ Meetings ✓ Grievances, Discipline matters ✓ Tasks with deadlines ✓ Health & Safety Checks
Not Important	Needs doing later	Can be done last.
	<ul style="list-style-type: none"> ✓ Staff appraisals ✓ Preparing an advertising campaign ✓ Market research 	<ul style="list-style-type: none"> ✓ Updating your training programmes ✓ Unnecessary telephone calls ✓ Unnecessary interruptions ✓ Arranging a meeting with a new supplier

We can see from this diagram which of our tasks we should attend to first, second, next and so on. It gives us a clear list of priorities.

If we have to mix our priorities around a little bit because we are a manager in throughout when we ca



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USING A PERSONAL PLANNER.

The benefit to you and your staff of a personal planner is you can get your jobs done, and your staff know when they can and can't disturb you. You are in effect getting the best out of both worlds.

You could just say 'No Calls!' or have a 'Do NOT disturb' sign outside your office door, but you're a conscientious manager who wants to bring out the best in your staff so you won't do that!

The objectives of your personal planner are;

- ✓ To create a time allocation for each task you have to attend to.
- ✓ To allow your staff time to see you.
- ✓ To allow you to prioritise you work in order of urgency.

Let us look at how your personal planner would look for one day of your working week.

Monday	
Time Slots	Task(s)
9am – 10am	<ul style="list-style-type: none"> • Open mail • Check E-Mails • Reply to urgent calls, letters & e-mails
10am – 11am	<ul style="list-style-type: none"> • Attend meetings • Address grievance/discipline issues • Health & Safety Checks
11am – 12pm	<ul style="list-style-type: none"> • Attend to tasks with deadlines
12pm – 1pm	LUNCH
1pm – 2pm	<ul style="list-style-type: none"> • Open office for general enquires
	<ul style="list-style-type: none"> • Preparing, researching and planning tasks.

2pm – 4pm

(market research, appraisals)

4pm –

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Stress & Time Management



DELEGATING.



Do you have a lot of tasks that you don't really need to attend to yourself?



Can you 'offload' them so that you can spend your time more efficiently on the urgent and important tasks you have to attend to?

If you have members of your staff in supervisory positions or an assistant manager then you can assign the less urgent tasks to them so that you can tackle the more important things requiring your attention.

REMEMBER: Delegation is not just an excuse to get someone to do the all your jobs or the jobs you just can't be bothered with.

Put simply, delegation is the passing down to somebody else the tasks that are not as urgent or important, ensuring that all tasks still get completed.

The tasks from our list of priorities that you could delegate responsibility to are:

- ✓ Update training plans.
- ✓ Perform the Health & Safety checks.
- ✓ Market Research.

If you give the responsibility to somebody else to perform these tasks they will still get done, plus it frees up more time for you to deal with the important matters at hand, knowing everything is operating smoothly.



THE IMPORTANCE OF KEEPING YOUR WORKPLACE STRESS FREE.



What is stress?

For the purposes of this guide we will say that stress is the effect on our bodies when we have a lot of different pressures present in our lives.

The exact definition would probably take us a long time to explain and as soon as we published this it would be out of date anyway!

Getting stressed can take you by surprise, you may not actually realise that you are stressed until you go to your doctor.

The symptoms of stress are varied, but for reference we will list a few of the main tell tale signs of stress;

- You are irritable, moody & bad tempered.
- You have trouble concentrating.
- You forget things more easily.
- You may become clumsy.
- You are tired and have no energy.
- You have no motivation.

There are more signs of stress, but we feel that the above are enough to highlight the more common symptoms of stress, if you are not feeling well, or quite yourself, make an appointment to see your doctor-They know best!!



Why is stress relief so important to us?

The main reason you should create a stress free environment is to safeguard the health of your employees and of course yourself. Just a few of the implications of having a stressful workplace are;

- High Staff turnover.
- High Staff Absences.
- High Staff Illnesses.
- Dissatisfied customers.
- Unproductive workplace.

Basically str



How do I reduce stress in my workplace?

Reducing stress can be as easy as going for a walk, or as complicated as changing your whole diet and exercise routine. You could even reduce your stress level by watching a funny television show or listening to some soothing music!

Everybody is different in their own right, so different stress reduction techniques will work for different people. However reducing the stress in your workplace can be done by:

- ✓ **Communicate effectively with your staff.** Let them know what's going on, and what factors of change will affect them or their duties. If you just change things and not tell anyone you will cause confusion, panic and stress.
- ✓ **Don't single staff members out for criticism.** They will become nervous and defensive and you will cause their blood pressure to rise etc.
- ✓ **Prepare fully for the tasks in hand.** Obviously being prepared is a key factor in reducing stress in the workplace, if you are ready for the Saturday night rush and everybody knows what he or she are doing then there is no reason to get frustrated, angry or nervous.
- ✓ **Make sure you have enough staff!** If you increase people's workloads then they have to rush around more, concentrate on more tasks and they will become stressed. If it just a one off this will not be a problem, but if it is a regular occurrence then you will develop a problem.
- ✓ **Help out!** So you're the boss, that doesn't mean you can't muck in and help out your staff when they need you, apart from reducing the increased workload of they have you will gain some respect for helping out.

- ✓ **Allow your staff to take a break when they need one.**



- ✓ **Provide your staff with clean, fresh drinking water.**
- ✓ **Train and develop your staff.** Give everyone an incentive to work hard, let him or her know there is a chance to progress in his or her career.
- ✓ **Keep your workplace friendly.** Promote teamwork, if people have a bond they will work through the hard times together and know they are not alone.
- ✓ **Have a sense of humour.** Obviously work is not all fun and games, but try and make people feel better by telling the odd joke or having some humorous material on your staff room door. You are still in control, but your staff will respond better to change or hard shifts if they enjoy working for you.
- ✓ **Play it cool!** If you lose control and start getting angry then your staff will follow, you will be the cause of stress.
- ✓ **Reduce tension between employees.** If you have any problems involving staff members who fall out or argue you should do your best to resolve the issue promptly and fairly and get your team working together again.

To summarise reducing stress you should just remember to try and remove or limit the factors in your workplace that can cause;

- **Frustration.**
- **Pressure.**
- **Nervousness.**
- **Anger.**
- **Confusion.**
- **Excessive Tiredness.**

If you do the best you can you will make a difference.



STRESS REDUCTION TECHNIQUES FOR YOU.

There are various methods for reducing stress, but we would like to point out the main ones for your benefit.

To reduce your stress overall it is recommended you:

1. Get plenty of rest and sleep.

If you are starting to feel stressed out and tired, take a 5-minute break to clear your head and recharge your batteries. This can be sitting down somewhere quiet where you can gather your thoughts, reading a newspaper or magazine article, or simply standing outside in the fresh air.

It is recommended that you get around 8 hours sleep each night, some people can function properly on less, but you should make sure you have enough sleep to fully charge your battery and clear your mind for the next day. If you have trouble sleeping you can try a variety of techniques, such as reading, having a hot milky drink, sleeping tablets or you can consult your doctor.

2. Exercise regularly.

If you exercise regularly for around half an hour a day then your health will improve and you will become less susceptible to stress. Exercising distracts you from the causes of stress, it relaxes you and obviously it is good for you!

3. Eat properly and regularly.

If you don't eat a balanced diet then your body doesn't get the nutrition it needs to maintain its functions effectively. You will become unhealthy and more susceptible to illness and prone to stress. If you take the time out to eat proper meals then you will feel better and have more energy, which in turn will enable you to become less prone to the effects of stress.

CONCLUSION.

Your time is valuable, so you should really spend it wisely in order to maximise your productivity, if you utilise the tips outlined in this guide then you will be able to make your workload easier to manage and still have time to deal with the smaller, less important issues that arise.

Remember to utilise your supervisors or assistants they are valuable assets, trust them with some extra responsibilities, they will feel more appreciated and welcome the trust you show in them.

Also, make it a priority to reduce stress in your workplace, not only for your staff - for you too. Working should not be a cause of illness, it should be a time we do what we have to do and enjoy doing it.

Look after your staff and they will look after you.

For more useful guides and manuals please visit:

restaurantdoctoruk.co.uk



