IP BEST PRACTICES

The Restaurant Game

A best practice shared by InspiringPeople.

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The Restaurant Game

Simulating a restaurant's value chain is a safe, hands-on way to feel — and fix — friction in your own value chain.

Key steps

Strong cooperation across the value chain is what makes customer expectations possible to meet. Invite fifteen people for a three-hour workshop: three cooks, two waiters, and the rest as clients seated at two or three tables.

Give the cooks little puzzles to assemble as 'dishes', some ready, some half-ready, and give the clients small scripted complications (a birthday, a rebate request, a rush order). Debrief afterwards and draw the parallels to the day-to-day business.

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