

Getting Your Employees On Board with SteadyServ

If you are unfamiliar with SteadyServ products and services take a look at this before learning how to get your staff on board!

It can be difficult to convince your staff that it is necessary and beneficial to change some aspect of their day to day. With SteadyServ, the process of managing a draft system does not change aside from adding a few simple steps. While using it is easy, getting employees to buy into a system that holds them accountable for the way they complete tasks can be a challenging feat. Using SteadyServ effectively, like any change in a work environment, will require compliance from your staff to work effectively. To help you use our draft beer management solutions while keeping your employees happy, we bring you these suggestions, founded in food and beverage industry experience.

Most importantly, you need to make sure it is clear that employees' good work and compliance is being recognized. This step is true regardless of whether you are a SteadyServ establishment or not. The best way to do this is largely up to you and could be anything from simply telling the employees you appreciate them to giving them the option of a free draft beer after working a shift – nothing says I appreciate you like a cold one. You may think it's a bad idea to give each employee one beer per shift, but in the long run, it could promote camaraderie amongst staff members and help prevent employees from pouring free pints without permission.

Remind your staff that everyone can benefit from using SteadyServ. Without reinforcing a "we're all in this together" attitude, your employees may perceive the accountability that comes along with the SteadyServ system as action against them. Stress to your serving staff that tracking kegs and making informed lineup decisions allows the establishment to anticipate and react in a way that boosts customer satisfaction and in turn boosts tips. SteadyServ's iKeg technology allows you to see real-time information about your tapped kegs. Using this easily accessible data ensures that you will never empty a keg without first knowing it's about to happen. If you want to help your serving staff impress customers even more, pass along this resource about [beer and food pairings](#).

Not only will SteadyServ help your staff assure customer satisfaction, it will also make their jobs easier. Knowing your keg levels allows you to plan keg rotations and, over time, analytics give you an idea of which beers sell quickest. Vice versa, iKeg's Kegonomics data analysis will also show you which beers are weak links in your draft lineup. By passing on certain offers and requesting specific beers from your distributor you show them that your establishment makes informed lineup decisions.

The SteadyServ system is a team effort. Rewarding effective draft management and promoting an attitude of mutual benefit will lead to long-term success. Using SteadyServ correctly as a team will ease the pain of uncertainty and give you the tools needed to increase your draft beer revenue and minimize waste.