



## TABLES TURNING UP PROFITABILITY

Every venue aims to achieve the optimal number of table turns during each shift. Naturally, the more customers you serve, the better it is for your bottom line. Additionally, shorter wait times for tables improve the likelihood that customers will rate your restaurant highly for delivering a great guest experience. Technology, such as POS systems and tableside payment, along with staff training, can assist in this effort. However, the first step is paying attention and understanding your table-turns.



### Typical Dinner Time Table-Turns

**Casual Venue: 1h 15min**  
**Upscale Venue: 1h 30min**  
**Fine Dining Venue: 2 hours**

## TABLE TURNOVER RATE

$$\# \text{ OF PARTIES} / \# \text{ OF TABLES} = \text{TURNOVER RATE}$$

Choose your time period, e.g. 5 p.m. to 10 p.m. (5 hours)

No. of parties served during that period:

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No. of tables occupied during that period:

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**TURNOVER RATE**

FOR EXAMPLE:

- 20 parties, 5 tables
- $20 / 5 = 4$  turns during a 4-hour period

### TICK, TICK, TICK:

- Are customers seated quickly?
- Are staff having issues turning tables during certain times?
- Are certain sections/servers turning more slowly than others?
- Are dishes being cleared as each guest finishes, rather than all at once?

### ASK, ASK, ASK:

- Ask customers if they have dined with you before to save time explaining the menu?
- Are you maximising the value of each table? (e.g. missing the chance to upsell dessert)?
- Check-in with your customers to ensure they have everything that they need