Build Systems You'll Love

Reducing Burnout + Elevating Care

For the ♡ of SYSTEMS

Slow down to speed up.



Some background...







One of the best ways to sustain hospitality in constrained environments is to leverage systems and a process-driven approach.

Hospitality is emergent; it only arises after certain foundations are in place.

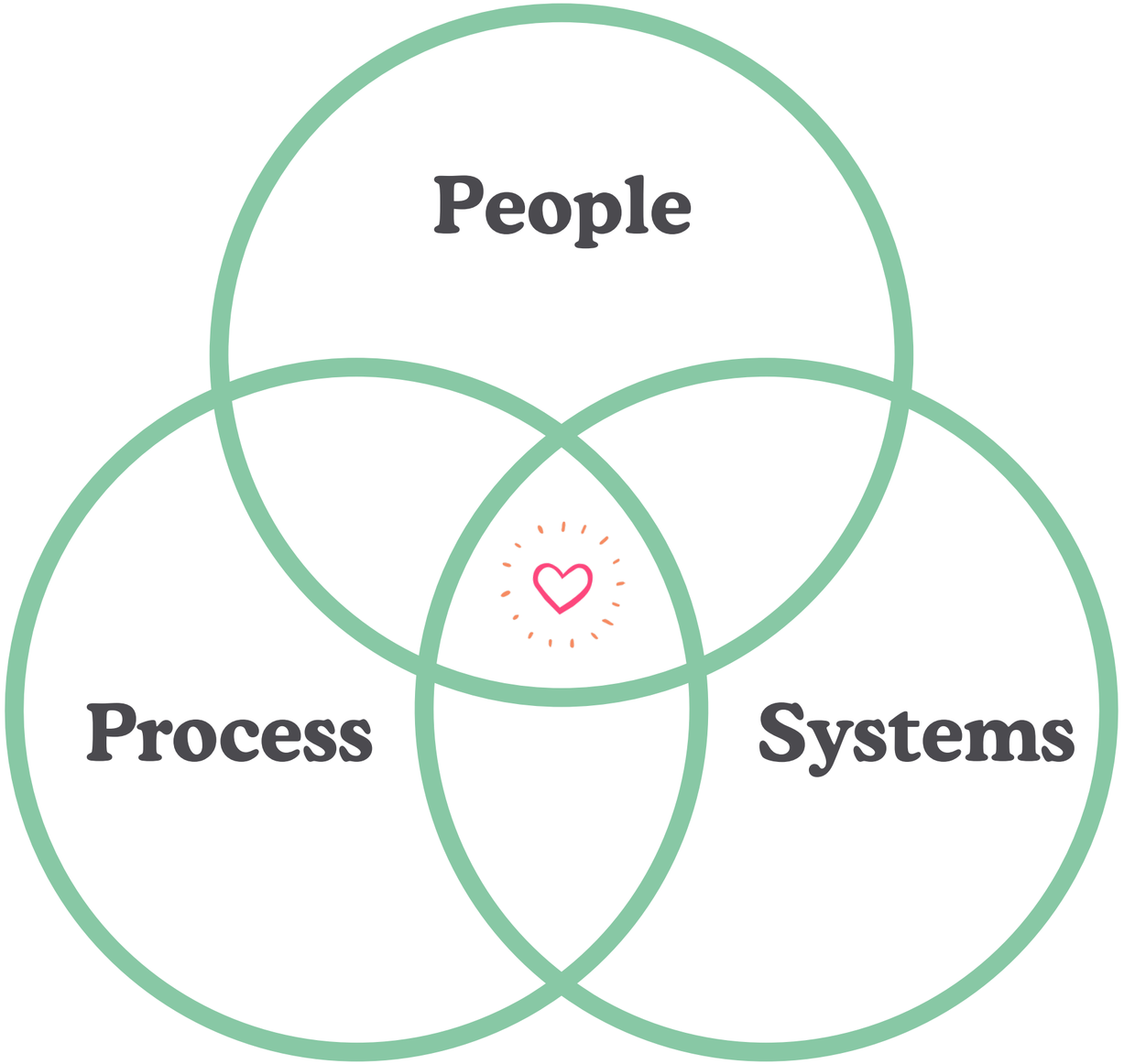


We're on a mission to improve the work experience for teams by teaching strong operations foundations.



What do we mean by operations?




People
Process
Systems

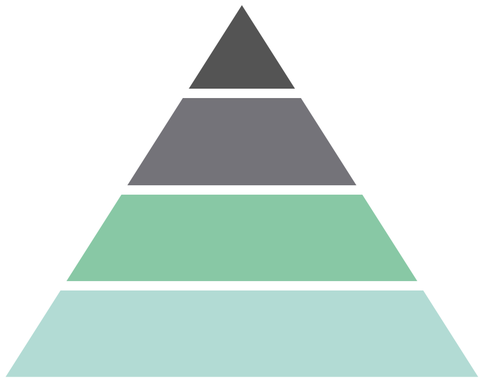
What are the foundations?



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The Operations Foundations





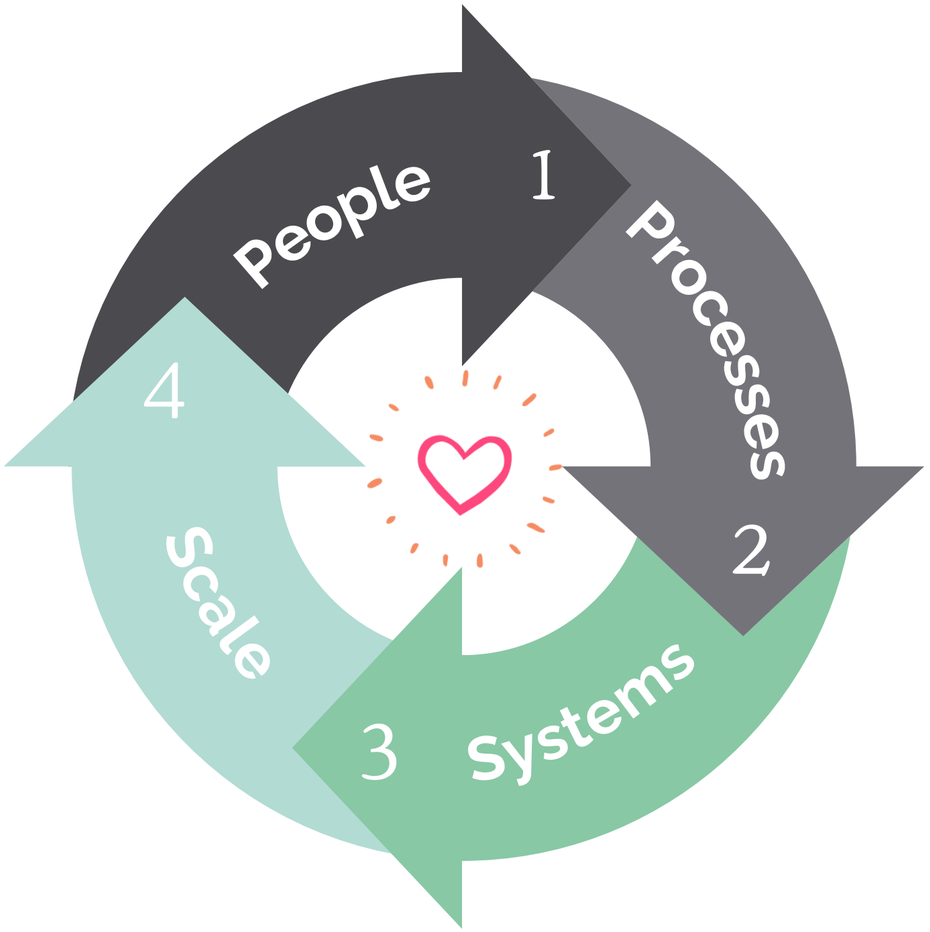


The For the ♡ of SYSTEMS Operations Foundations



Foundation #1:
The Cycle of Operations Success

Our Cycle of Operations Success



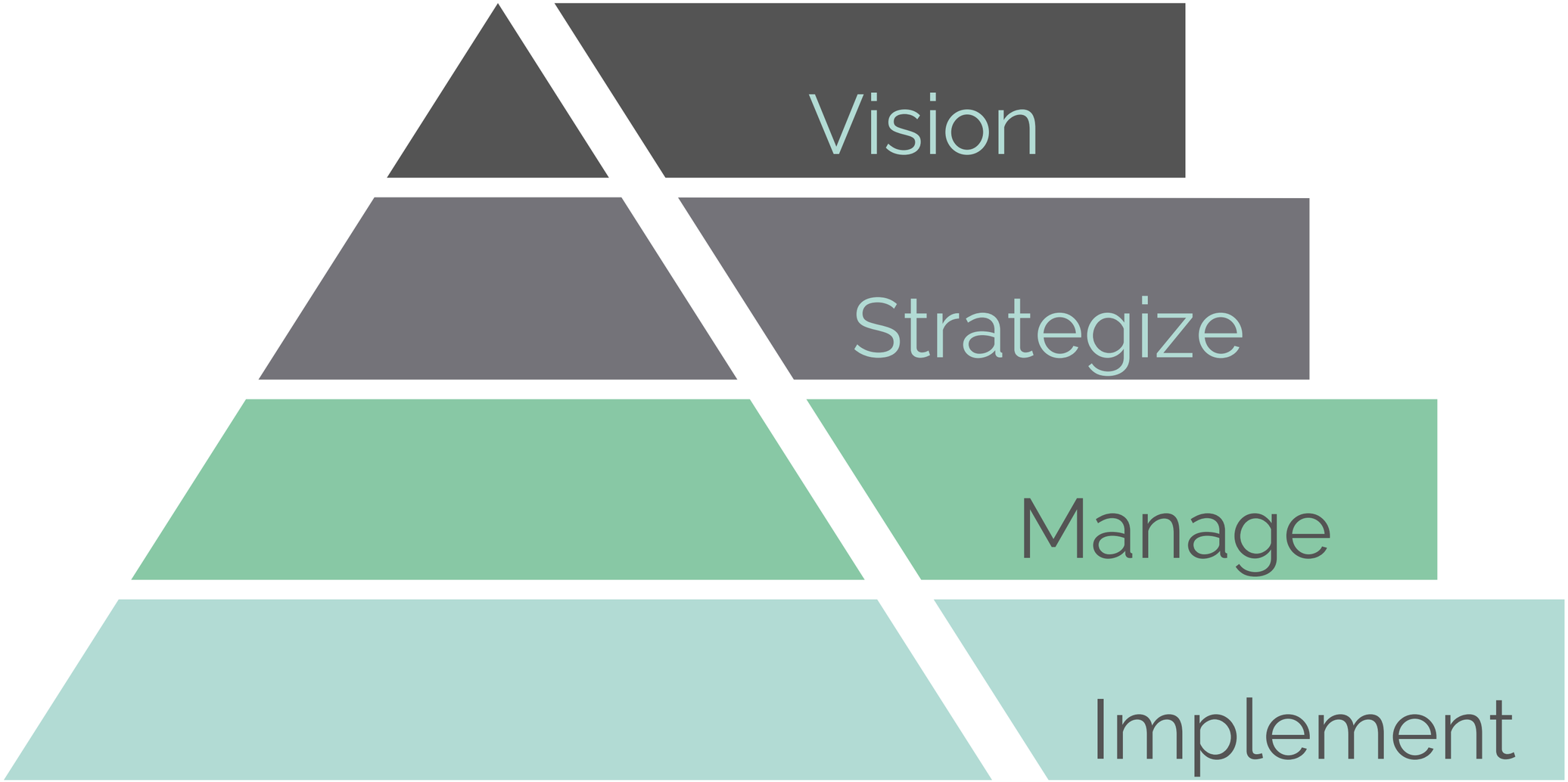
Questions about Foundation #1?

The For the ♡ of SYSTEMS Operations Foundations



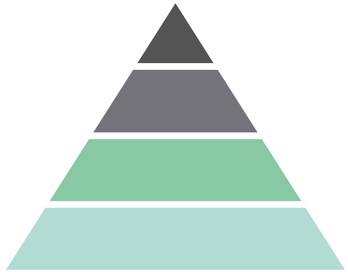
Foundation #2:
The Layers of Operations

The Layers of Operations

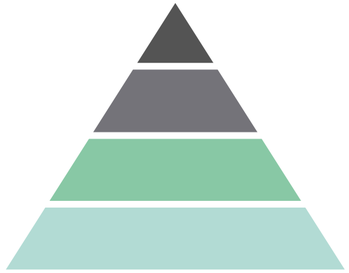


Credit: The Ops Authority DOO Certification, adapted by For the Love of Systems

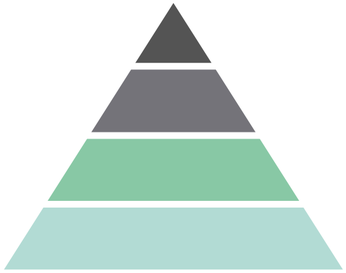
The Layers Exist In All Departments



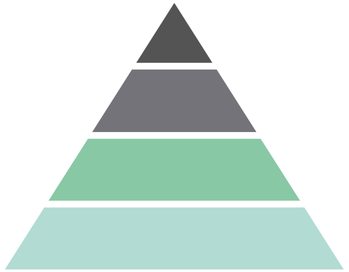
Housekeeping



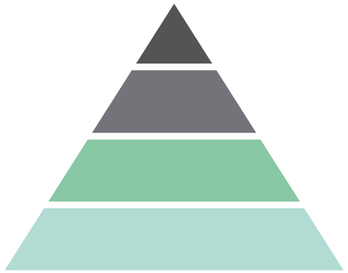
Care & Resident Services



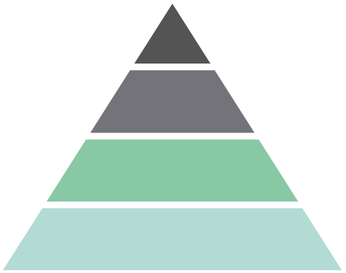
Communications



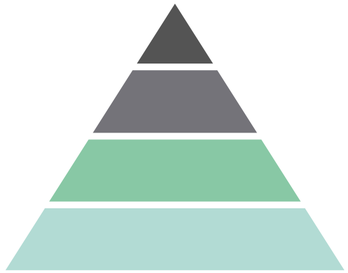
Security



Facilities & Maintenance



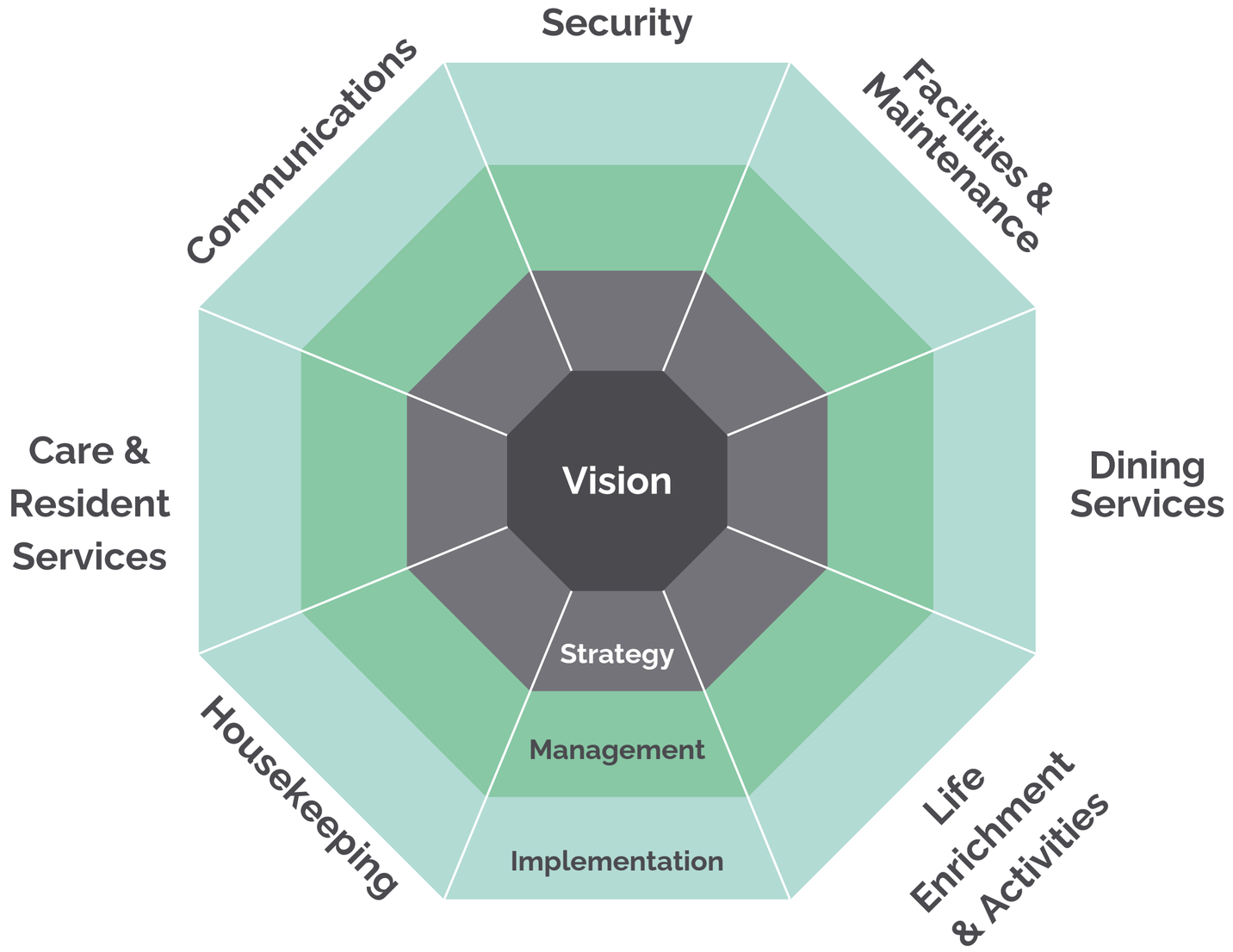
Dining Services



Life & Enrichment Activities

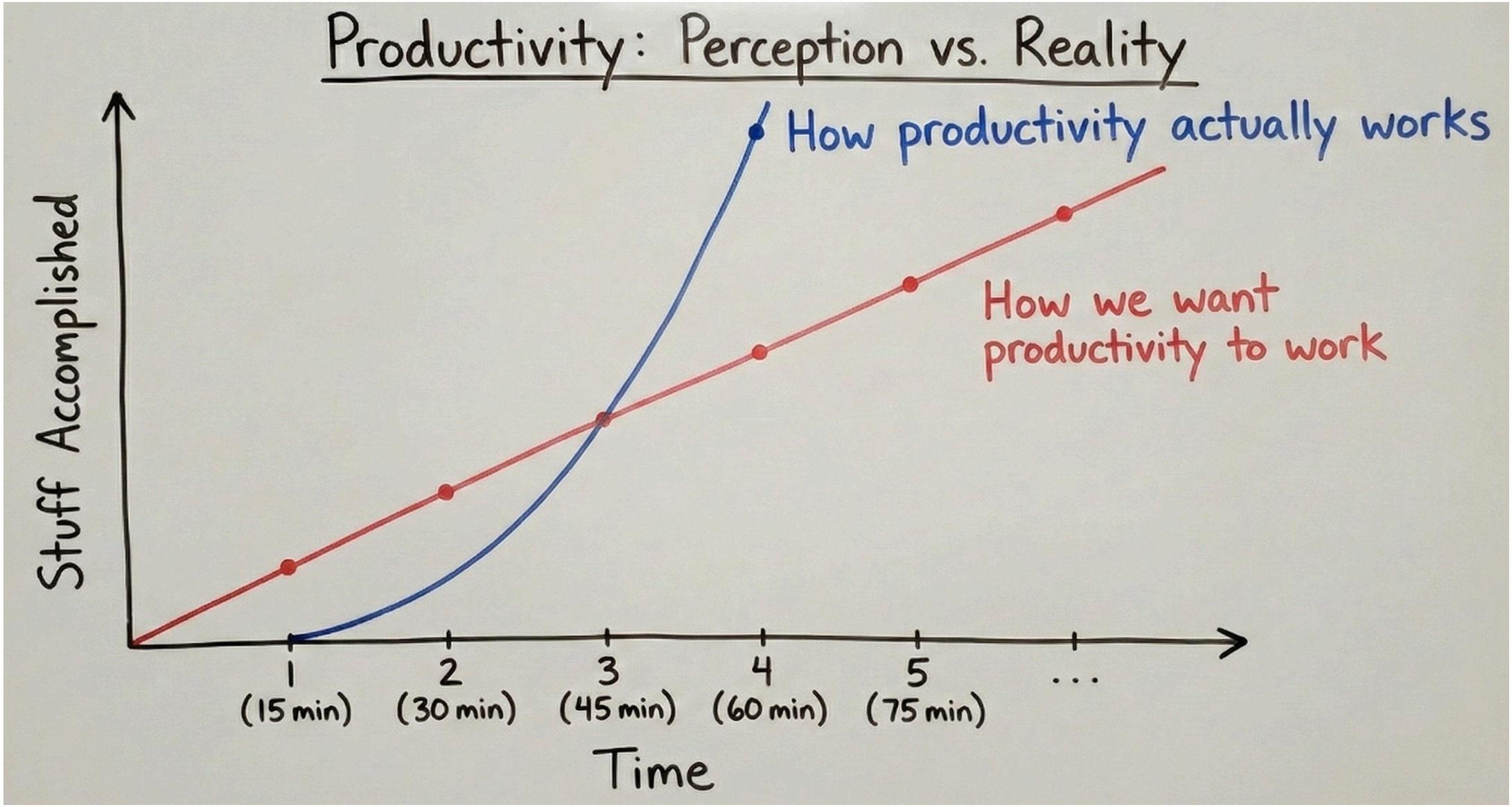


The Layers Exist In All Departments







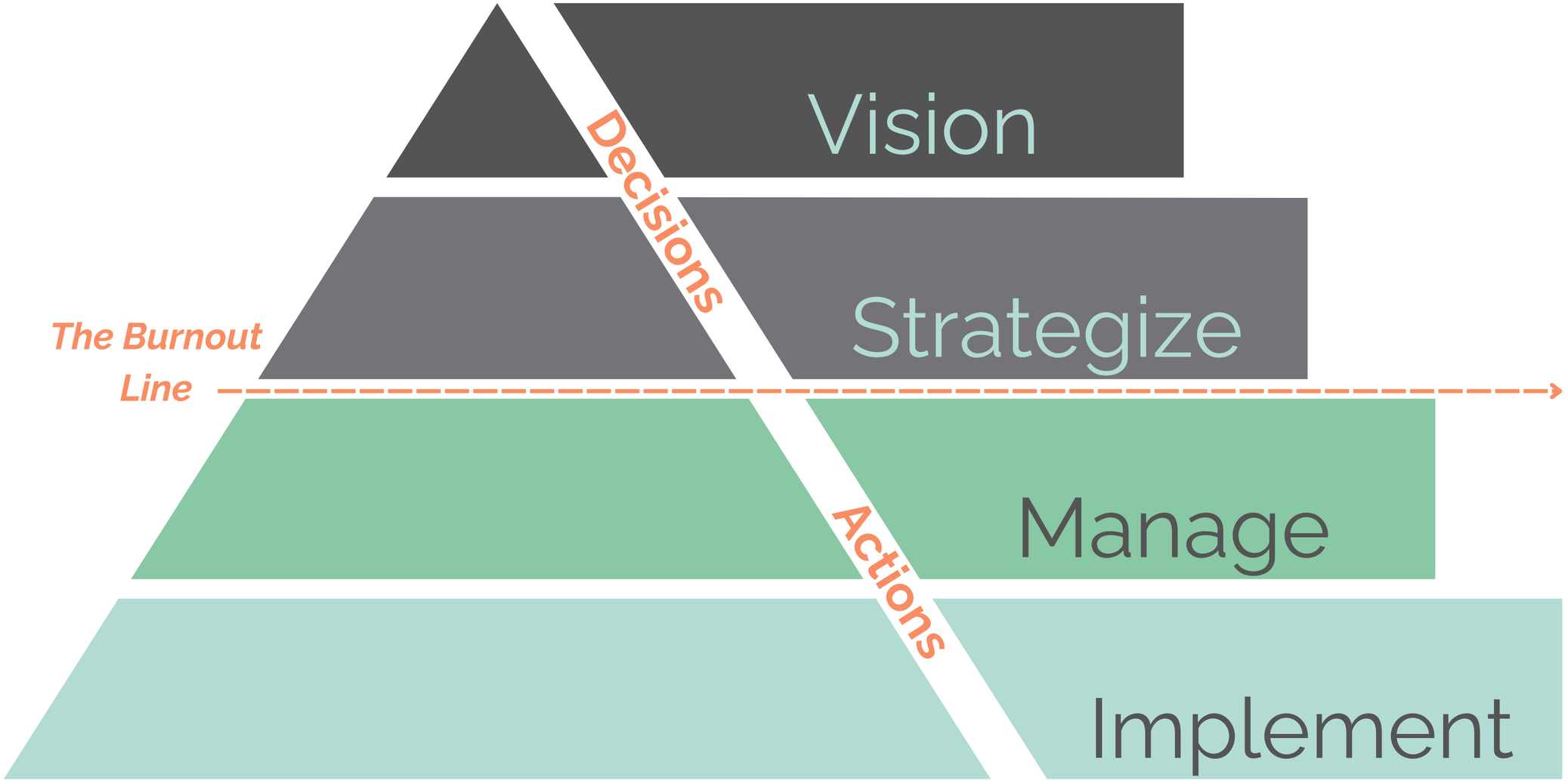

Productivity: Perception vs. Reality
How productivity actually works
How we want productivity to work
Stuff Accomplished
1 (15 min)
2 (30 min)
3 (45 min)
4 (60 min)
5 (75 min)
...
Time

Questions about Foundation #2?

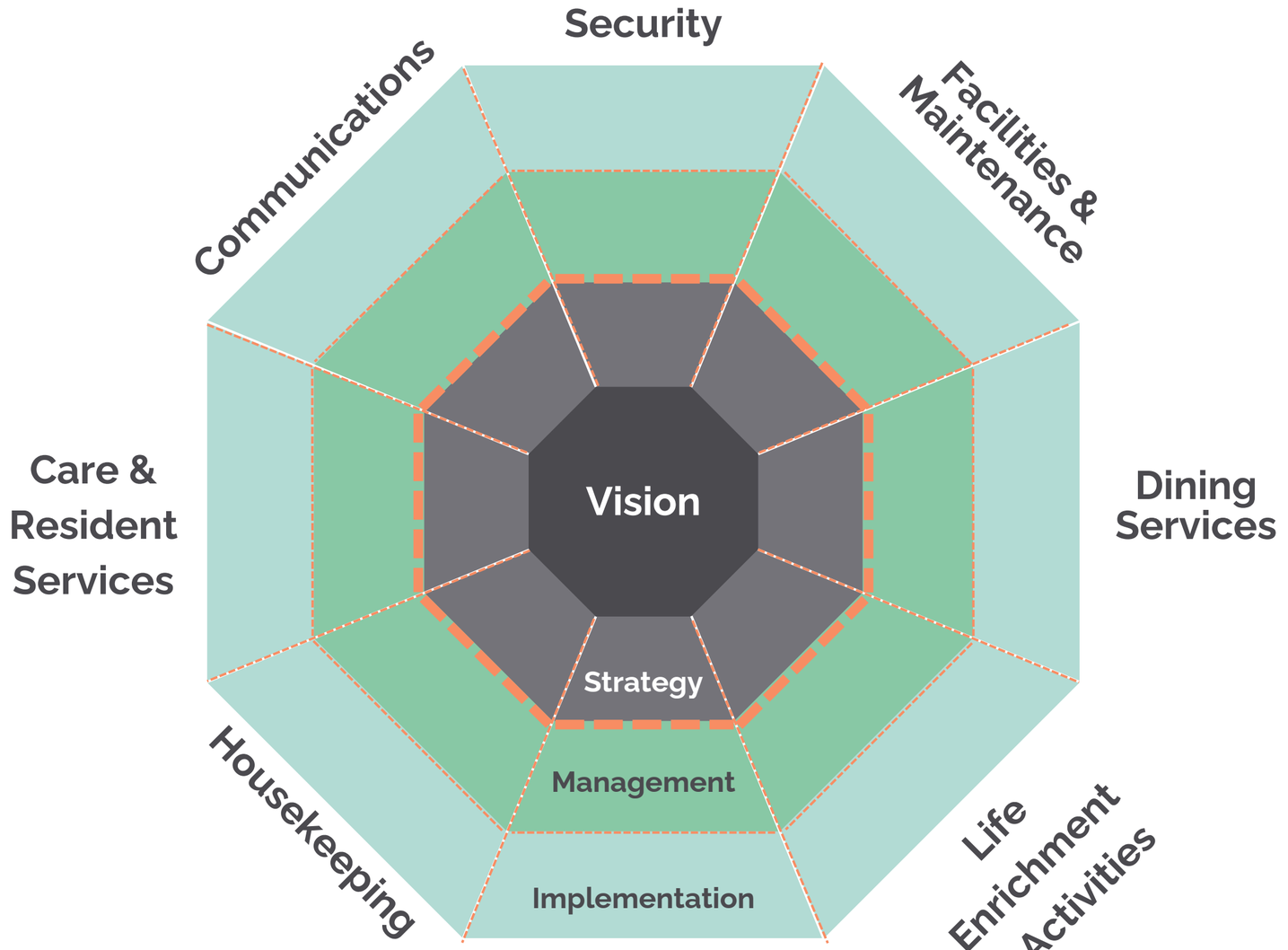
The For the ♡ of SYSTEMS Operations Foundations

🔥 Foundation #3:
The Burnout Line

The Burnout Line



The Burnout Line Exists in All Departments



Questions about Foundation #3?



But wait, there's more!

How do we make this actionable?



The Eisenhower Matrix



"What is important is seldom urgent, and what is urgent is seldom important."

	Urgent	Not Urgent
Important	DO	DECIDE
Not Important	DELEGATE	DELETE

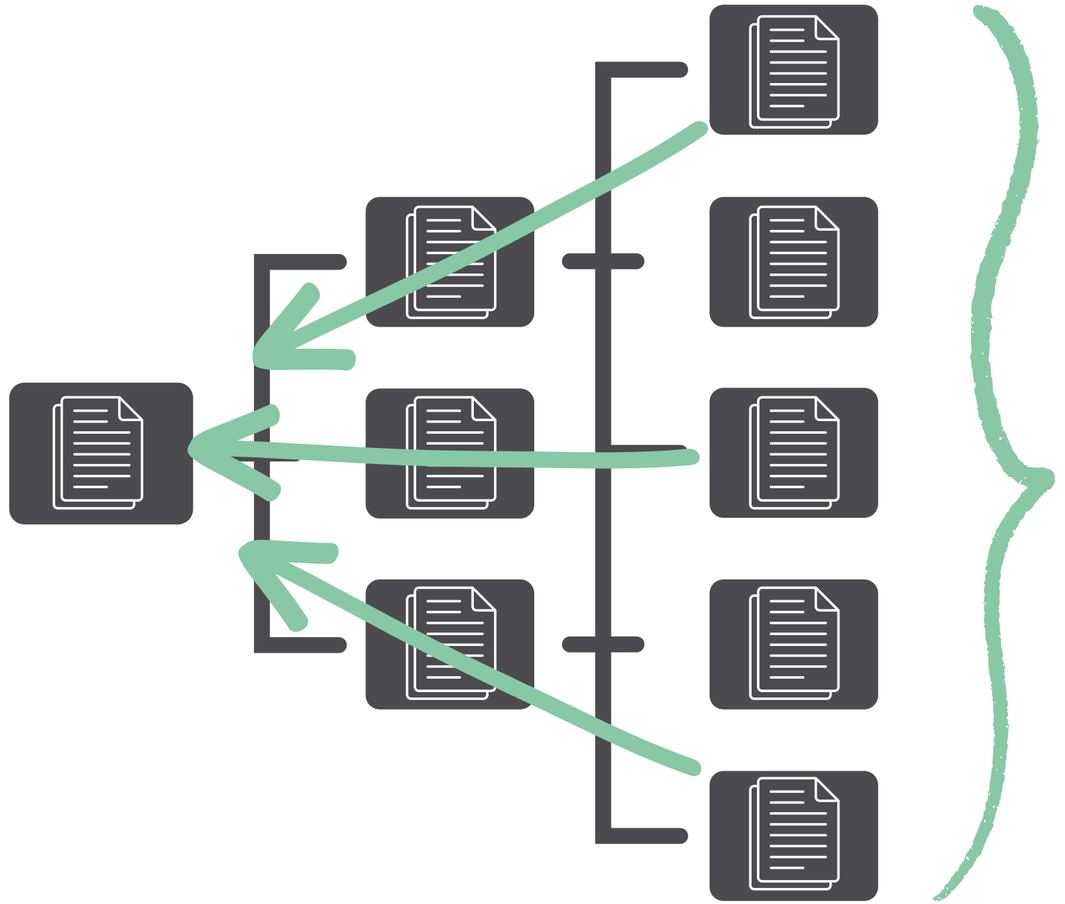
“If you can't describe what you are doing as a process, you don't know what you're doing.”

- W. Edwards Demming



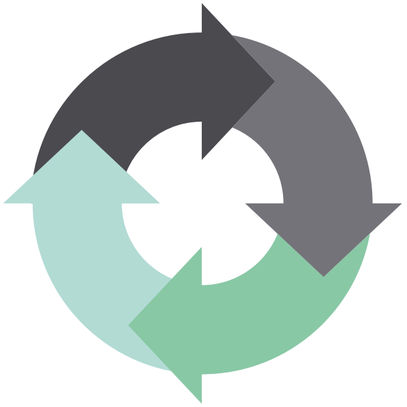
Process + Execution = Outcomes

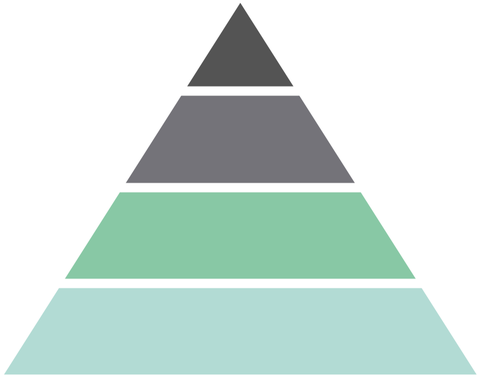
Mission, Vision, and Values



Processes + Tasks

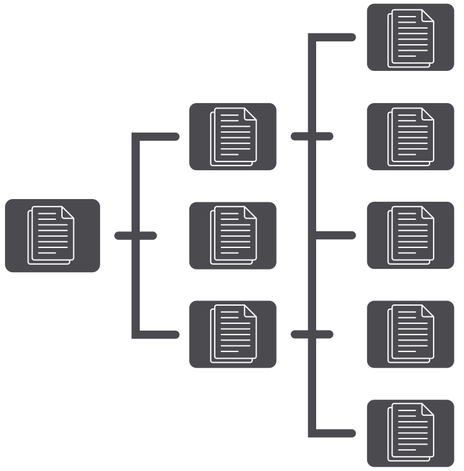
Pulling It All Together







	Urgent	Not Urgent
Important	DO	DECIDE
Not Important	DELEGATE	DELETE





OPERATIONS

Canvas

By For the ♡ of SYSTEMS

What Can You Do With the Operations Canvas?



Take inventory of everything it takes to manage your operations.



Ensure your processes and critical infrastructure are captured at a high level.



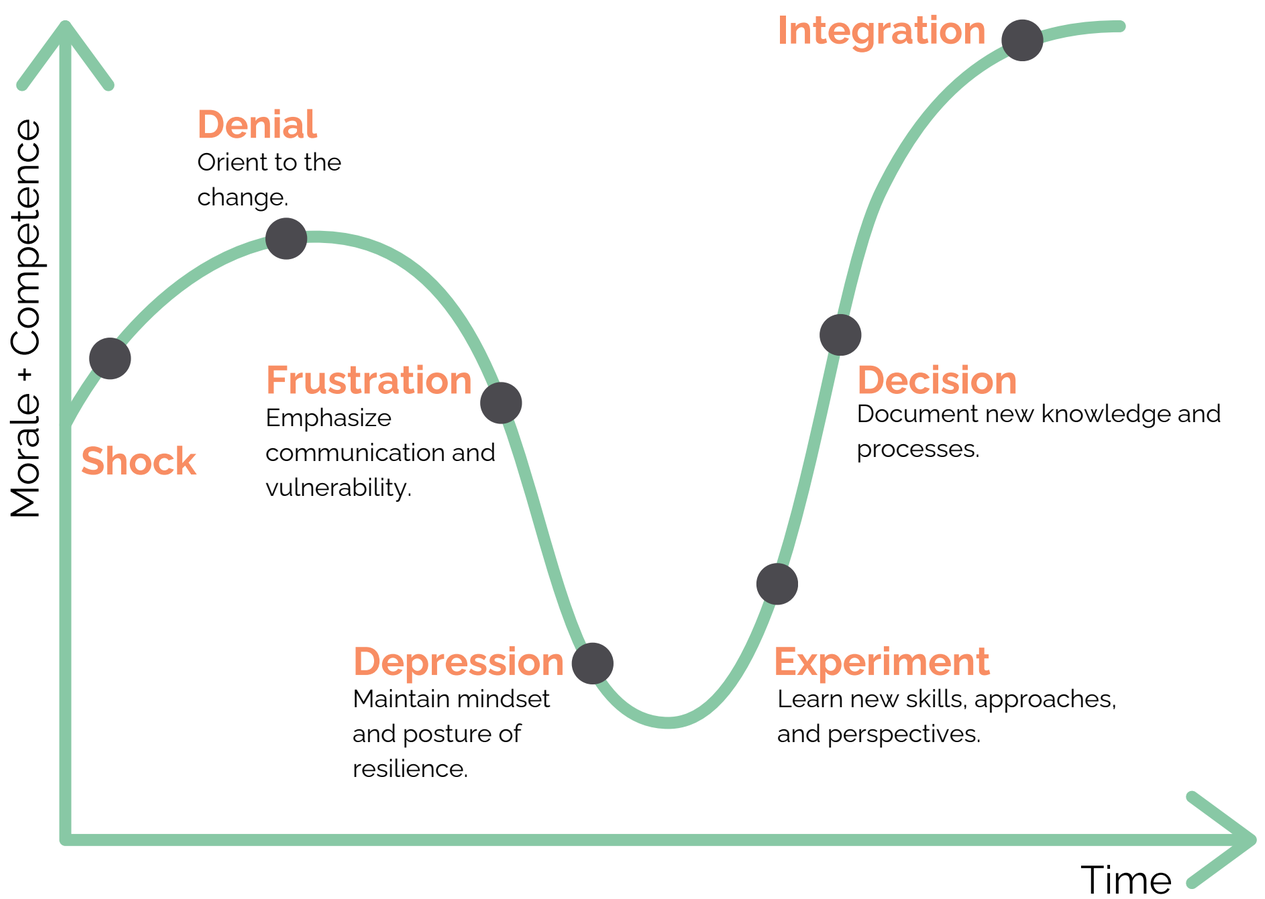
Make confident decisions about:

- Hiring
- Realigning roles
- Leveraging automation and tech



Questions?

Change = Grief





Thanks, and see you in the next session!

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Contact Us

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