

RESTAURANT AND CAFE

# TOP TIPS FOR SURVIVAL

## WEBINAR 1

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# Today's Outline

House Keeping - How to Use Zoom

Dealing with Trauma - You and Your  
People Come First

Don't Panic but Think Quick - Get the  
Solid Facts and Weigh Your Options

Access Reliable Free Advice and  
Resources

Take a Position and Act



<https://support.zoom.us/hc/en-us/articles/115004954946-Joining-and-participating-in-a-webinar-attendee->



# YOU CAN'T POUR FROM AN EMPTY CUP

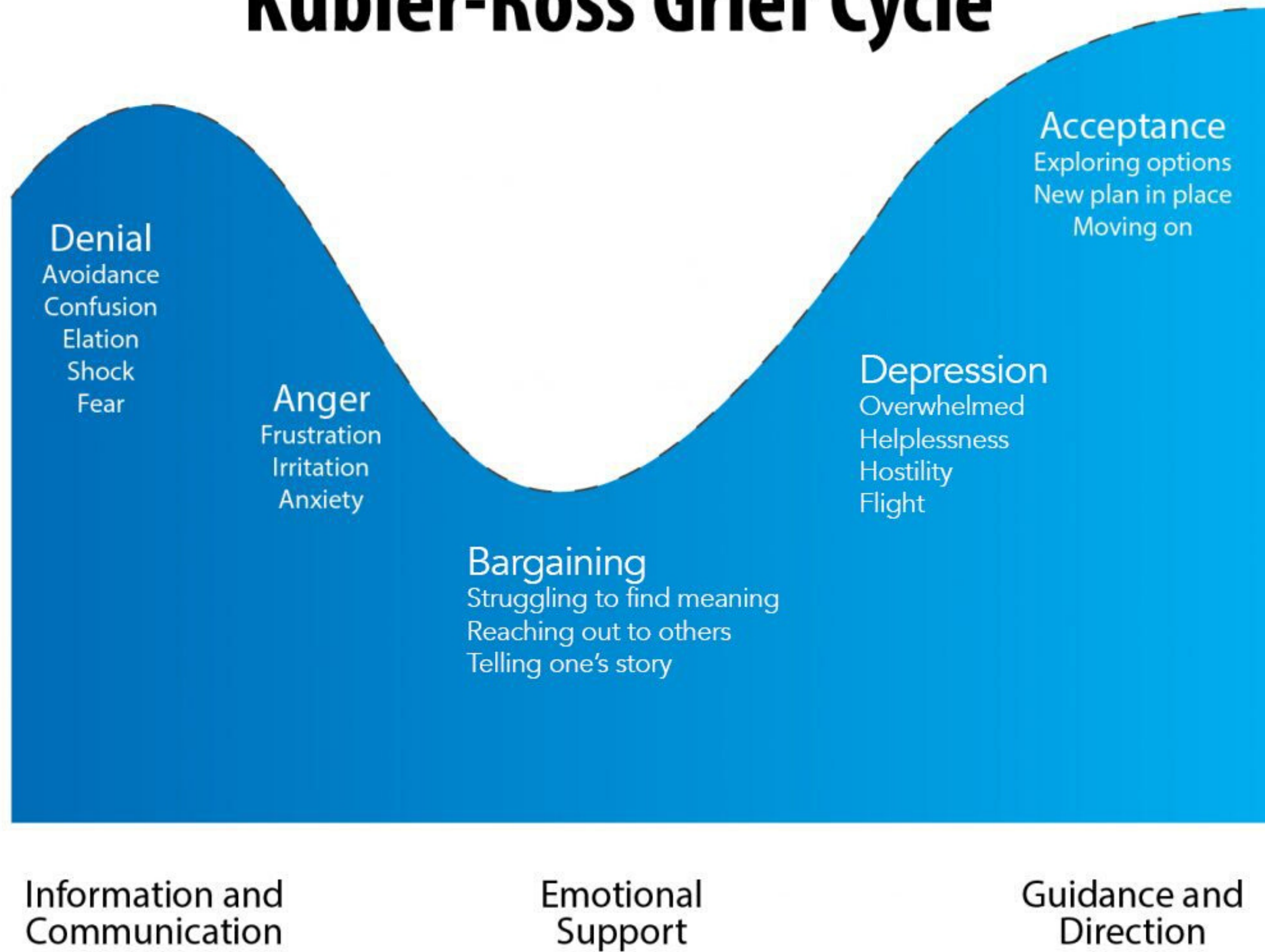
DEALING WITH TRAUMA -  
YOU AND YOUR PEOPLE COME FIRST



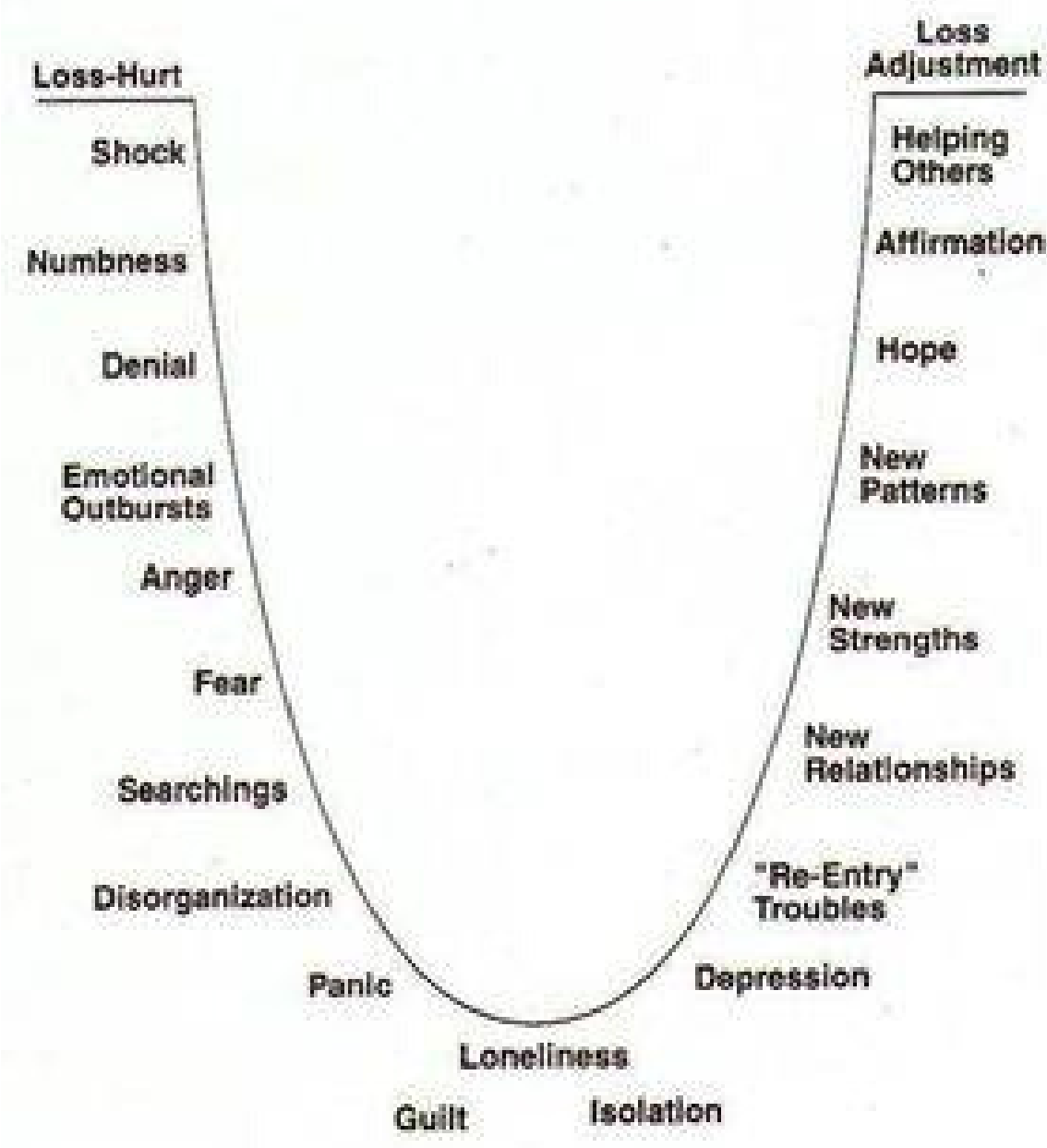
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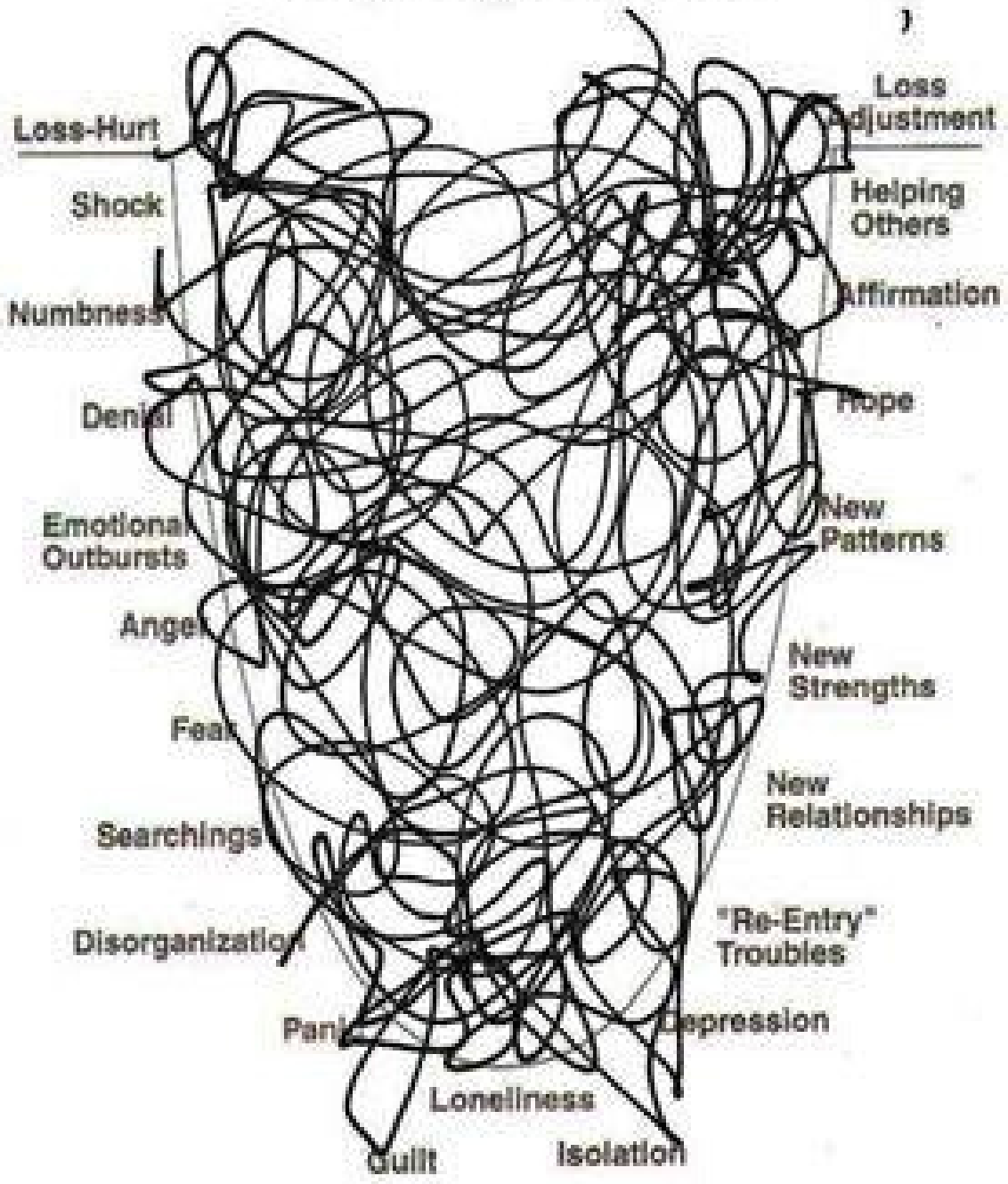
# Kübler-Ross Grief Cycle



STAGES OF GRIEF

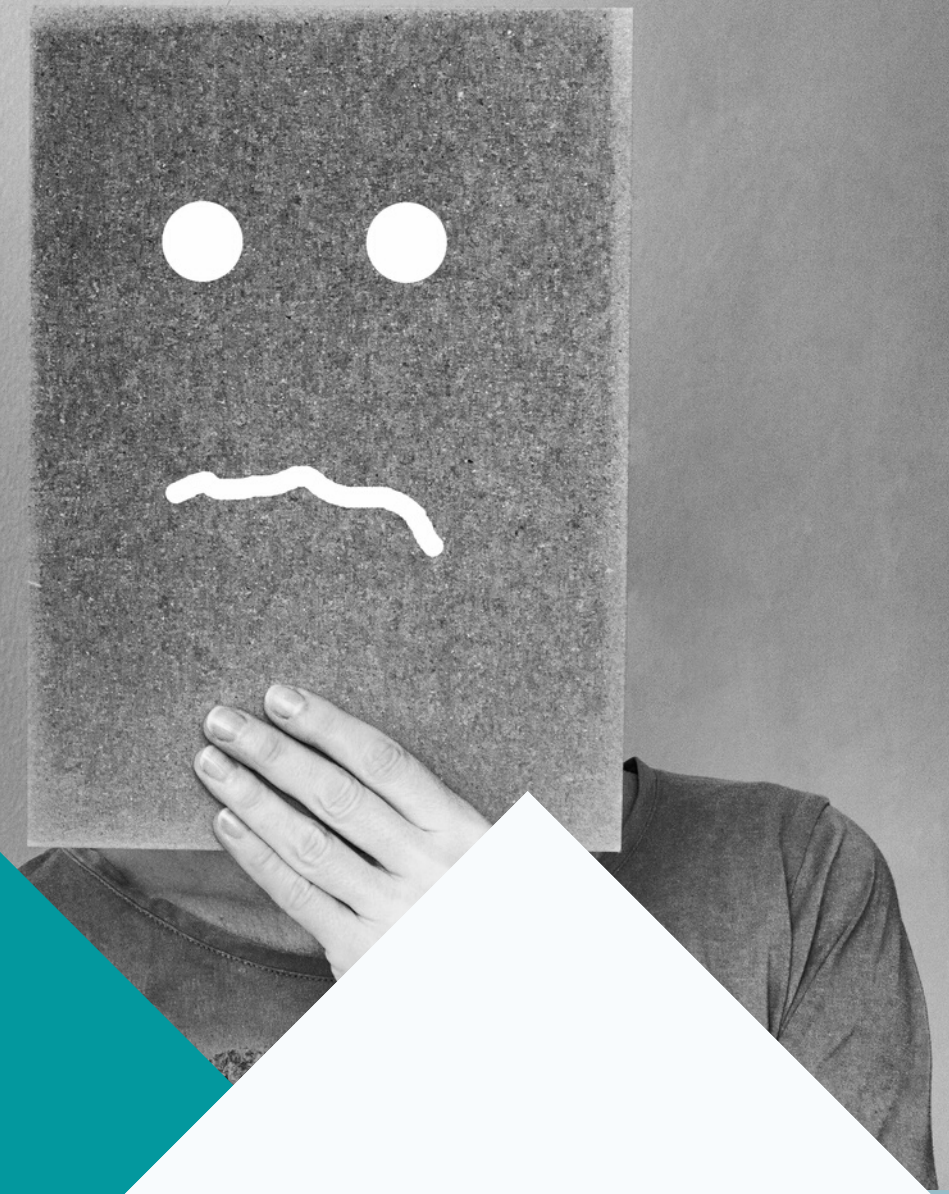


My experience





# HOW YOU FEEL AFFECTS YOUR TEAM, SERVICE, COMMUNICATIONS & NEGOTIATIONS



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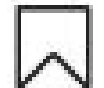
shifteatery • Following



shifteatery Day 1 of Shift Eatery Walk-Thru was a (FUN)ctional success despite the weather! .

Thanks for understanding and supporting the important steps we've taken for the safety and well-being of everyone. We'll take it day by day but we will be open tomorrow as takeaway only again to serve you delicious vegan food ☐☐☐

If you do come for a feed and say hi please use strict hygiene and be ready to pay via card. .



Liked by greenbergandcocakes and 476 others

MARCH 16

Add a comment...

Post



shifteatery • Following



shifteatery With so much going on right now it's easy to forget why we got into this game 🌱🌱🌱🌱

Shift Eatery has always and will always exist to help people make the shift to a vegan lifestyle. There's no better time than now to go vegan and we are still on a mission to help people do that!

We are barely into 2020 but the signs to stop the consumption & commodification of animals couldn't be larger. Droughts, fires, floods and pandemics, not to mention antibiotic resistance around the corner.

Our mission is clear and we will push through whatever is thrown at us and fight for the voiceless.



18h

Go vegan for the animals, for our home planet, for your families and for yourself! 🌱❤️🌱🌱 With so much going on right now it's easy to forget why we got into this game 🌱🌱🌱🌱

Add a comment...

ers

Post

18h



## **Branxton Crib Box Cafe**

29 March at 20:03 · 🌐



Thank you to The Singleton Argus and Sami Cooke for publishing this article on our little cafe and the changes we are making moving forward 🥰

We are overwhelmed with the support 🙌



SINGLETONARGUS.COM.AU

### **Crib Box Cafe adopts new business model**

The Coronavirus outbreak has impacted businesses across Australia,...



## RESOURCES:

Groups like The Sydney Chef Exchange on FB:  
<https://www.facebook.com/groups/139157329591267/>

<https://www.beyondblue.org.au/the-facts/looking-after-your-mental-health-during-the-coronavirus-outbreak>

<https://www.blackdoginstitute.org.au/coronavirus-anxiety-resources>

<https://www.lifeinmindaustralia.com.au/support-for-those-impacted-by-adverse-events/mental-health-support-for-covid-19>

<https://www.psychology.org.au/COVID-19-Australians>

<https://www.ruok.org.au/>

<https://www.calm.com/blog/take-a-deep-breath>

[MEDICARE FUNDED MENTAL HEALTH SERVICES](#)



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# DON'T PANIC BUT THINK QUICK

GET SOLID FACTS - WEIGH YOUR OPTIONS



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# Keep Trading or Not & How?

Keep Lease  
Rescind  
Rent Reduction  
Finance Options  
Negotiations  
**MYTHS** & Moratorium?

Stand Down  
Redundancy  
Subsidies  
Entitlements?

Licences  
Franchises  
Contracts  
Financials?

Equipment  
Stock  
Fitout  
Furniture  
Brand  
IP?

## CRITICAL RESOURCES:

- Well Informed Accountant
- Experienced Hospitality & Commercial Property Lawyer
- Fair Work &/or HR Consultant
- Experienced Hospitality Business Advisor
- Independent Equipment Consultant
- Your Bank & Landlord
- Government Agencies
- Trustworthy & Objective Mentor & Community





## RELIABLE FREE/LOW COST INFO:

<https://www.australia.gov.au/> & Coronavirus App

<https://business-connect-register.industry.nsw.gov.au/Home/SignUp>

<https://www.silverchef.com.au/blogs/resources/hospitality-support-webinars-dates-coming-up-and-replays>

<https://www.silverchef.com.au/blogs/resources/top-10-kitchen-equipment-shutdown-tips>

Menu Consultant - <https://www.linkedin.com/in/bronagh-schulties-5a8b5b11/?originalSubdomain=au>

<https://forwardthinkingdesign.com.au/>

BEWARE SCAMS AND PREDATORY BEHAVIOUR



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TO AVOID OVERWHELM,  
BREAK EACH PART OF YOUR BUSINESS DOWN:

<b>1</b> Important / Urgent	<b>2</b> Important / Not Urgent
<b>3</b> Not Important / Urgent	<b>4</b> Not Important / Not Urgent

- Operations & Supply
- Products & Services
- HR Front of House
- HR Back of House
- Governance & Legal
- Brand Strategy
- Marketing
- Sales
- Premises & FFE
- Administration
- Accounts & Finance
- Research & Innovation
- Community & Collaboration

AND REMEMBER TO TAKE TIME OUT TO REST



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# TAKE A POSITION AND ACT

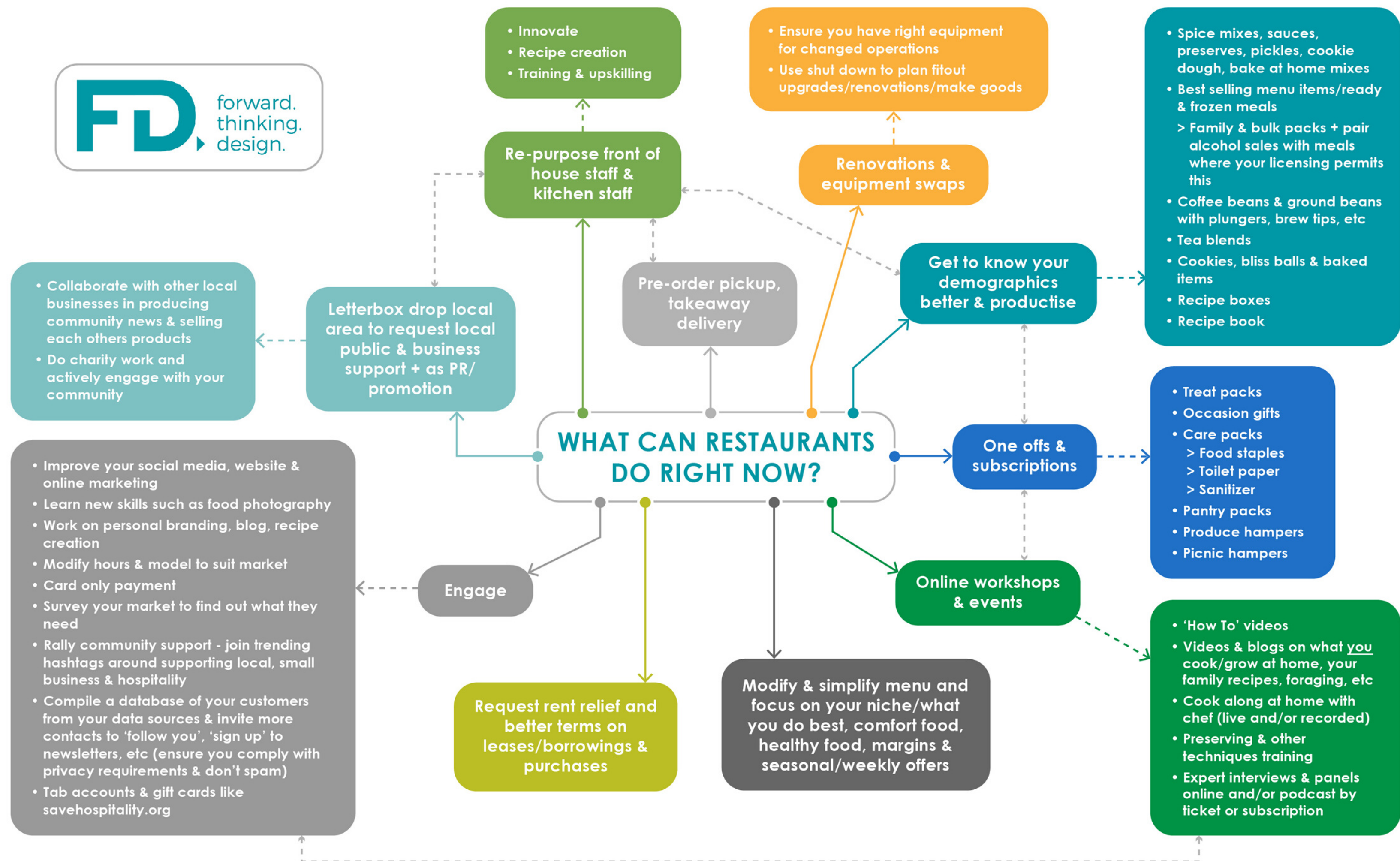
KEEP IT LEAN BUT TELL THE WORLD



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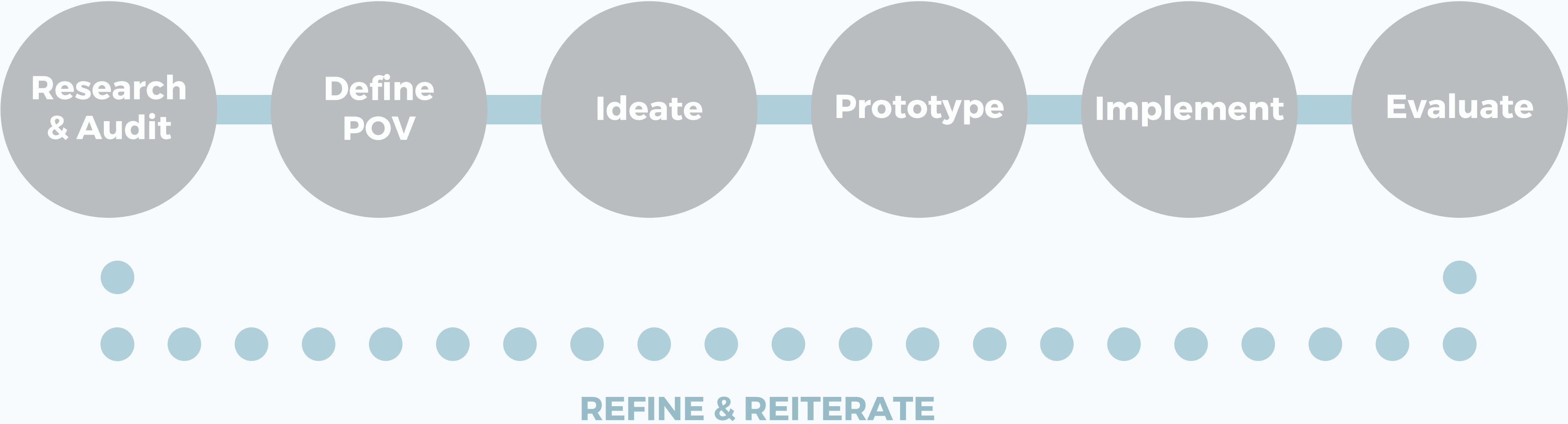
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# A Problem Exists and We Need to Find a Way Forward



14/04/20

16/04/20

20/04/20

22/04/20

WORKSHOP 1 - OUT OF CRISIS

WORKSHOP 2 - IDEAS THAT WORK

WORKSHOP 3 - CONTINUAL RAPID ADAPTION

WORKSHOP 4 - TOWARDS RECOVERY

**Upcoming  
Webinar  
Dates**





# Get in Touch

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Home/SignUp](https://business-connect-register.industry.nsw.gov.au/Home/SignUp)



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