FIX • IMPROVE • GROW

From Firefighting to Flow with The Hive Method

Within two months of completing our 1-day Hive Method session, a £40m restaurant group cut missed orders by 60%, reduced supplier costs by 20%, boosted staff morale and gave the owner the headspace to plan a new site launch with confidence.

The Challenge They Faced

Behind the success of three bustling restaurants, cracks were appearing:

- Staff calling in sick due to burnout
- Orders going missing between front-of-house and kitchen
- Last-minute scrambles for stock with no clear ownership
- The owner stuck in firefighting mode instead of focusing on growth

Our Solution

The Hive Method gave the team space, structure and tools to uncover root causes, design fixes and build ownership - all in one practical session.

How The Hive Method Session Supported

At the session, the owner and managers:

- Mapped processes to pinpoint breakdowns between FOH, kitchen and stock
- Worked live on their real challenges alongside peers from hospitality
- Identified clear, practical fixes they could implement immediately
- Learned how to manage resistance so staff saw changes as support, not "extra work"

Hurdles We Worked Through

- Resistance to changing familiar routines
- Nervousness about adding "more work" on top of already stretched teams
- By showing the impact of inefficiencies and keeping solutions simple and relevant, the team gained confidence and buy-in to make changes stick

The Difference It Made

- 60% reduction in missed orders with a new kitchen-to-FOH communication process
- 20% drop in last-minute supplier costs with clearer roles and accountability
- Weekly 10-minute huddles boosted morale and gave teams a stronger voice
- The owner gained the headspace to plan growth without fear of existing sites collapsing

Keeping the Momentum

The Hive Method gave the group more than tools , it built a mindset for improvement. With new routines in place and staff engaged, the business is set up for consistent flow, stronger teams and growth that doesn't rely on firefighting.

Client Details

Family-owned UK restaurant group, 5 locations, circa £40m annual turnover.