

Organizational Behavior

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According to Barcelona owner Andy Pforzheimer, why do so many restaurants go out of business?

According to owner Andy Pforzheimer, 85% of restaurants go out of business because they don't have people involved who know about the restaurants and also don't have any financial plan to ruin the business.

What tactics do leaders at Barcelona use to help measure and control the restaurant's financial performance?

They constantly meet on Wednesdays to check the status of all of their restaurants, check the stats about the restaurants, and collaborate between the restaurants of the Barcelona Group. They constantly monitor the cost-quality ratio to provide lower prices while maintaining high quality to maximize profits.

How does Barcelona reward managers and chefs?

The chefs have no bonus because the owner doesn't want them to chase the money; instead, they give meetings that control the labor costs and food costs for the other chefs.

The way general managers are rewarded is that they completely run the store, so basically, they are the bosses of the restaurants.