

Concepts	Things to show
<p>The Red Iguana Grill is a growing network of restaurants. Emilio Sanchez, the dynamic founder, has great ideas for menus, restaurant layouts, management systems and much more, and his vision is working – they're adding many new franchises now.</p> <p>With some much growth, the management teams of the Red Iguana Grill see the the following business challenges:</p> <ol style="list-style-type: none"> 1. They need to make sure that their guests have a great experience every time they go to a Red Iguana Grill, in any location. 2. Because of growth, management wants to make sure there's rich communication between the restaurant managers and corporate. 3. Management at corporate wants to make sure that the company develops collective wisdom about their business. Anything related to cooking, process, personnel, customers, whatever, should be collected so that new managers and employees can pick up quickly on what matters. 	<p>The “Red Iguana Grill” teaming space. The members of the team The folders inside the space</p>
<p>Management has developed a process for keeping all the restaurants up to Mr. Sanchez's high standards. All restaurateurs know that it's important to have an inspection process, but one of the challenges of those processes has been getting the results in front of persons who can take action based on what is discovered.</p> <p>There's a custom folder just for restaurant inspections. Let's take a look.</p>	<p>Click on the Inspections folder</p>
<p>Here's an inspection for the new South Plattsburg location. You can see several checklist items the inspector looks for. There's also a photo of the preparation area.</p> <p>As the inspection results roll in, you can see that Management will be able to take quick action to resolve problems they see, and they also can get a big picture feel for how the business is doing. They get an intuitive feel for the trends.</p>	<p>Open the South Plattsburg location item.</p>
<p>Another goal is to create rich communication between Corporate and Management in the</p>	<p>Emilio Sanchez personal workspace. Show the introduction</p>

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<p>franchises, as well as with employees. To accomplish this, let's look at the Founder's Blog.</p> <p>Every person using Teaming has a personal workspace, which just like the team workspaces, contain a variety of folders. Emilio has a Blog folder where he posts his latest thoughts.</p>	<p>Show the Blog</p>
<p>Let's take a look at Emilio's idea for a new menu item: suckling pig roasted in banana leaves. Now everyone knows what's coming next, and the process details, training and marketing materials will come later.</p>	<p>Click on "From the Founder" folder Click on the "Cochinita Pibil" item</p>
<p>Here's another entry for a menu idea: Fanesca is an Ecuadorean dish prepared during the final week of Lent.</p> <p>Notice the additional comment posted here, with a link to an article by Calvin Trillin, from the New Yorker, on Fanesca.</p>	<p>Click on "Fanesca" item</p>
<p>Now let's talk about the third objective for the Teaming space for the Red Iguana Grill: building a base of useful knowledge.</p>	<p>Click back on the Red Iguana Grill workspace Click on the Discussion folder</p>
<p>This folder has a discussion among managers and employees about the challenges they face. Emilio wonders how managers can handle two languages in their restaurants. He wants to make sure the English-speaking guests are not put off by a language they don't understand. He posts the question for discussion.</p> <p>One manager responds about his approach to the problem. He suggests taking the problem on from the side, rather than head-on. Good approach.</p> <p>You can see how ideas can materialize and then mature inside this space, and how new persons can come up to speed quickly by searching for issues that matter to them.</p>	<p>Click on Spanish in the Workplace item.</p>
<p>One more thing: if I want to communicate with Emilio about this issue, I can see if he's available for a discussion. I can start an online meeting with Conferencing, fire up an IM, call him, or send an e-mail.</p>	<p>Click on the user icon for Emilio. Show the list of actions I can take: meeting now, IM, e-mail.</p>
<p>There's lots more Teaming + Conferencing can do to enable open collaboration, but you can see how it took care of the business objectives for the Red</p>	

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Iguana Grill.	