

I have had several different jobs since I was old enough to work. Of these jobs, several of them used collaboration. The job that used collaboration the most effectively was a restaurant I worked for as a busser. By using collaboration at this job we were able to increase the speed of our service and the overall quality of service.

One of my first jobs was working as a busser at a high-end restaurant. As a busser I was responsible for, greeting tables, clearing tables, setting up tables, washing tables, helping to serve food, and making sure silverware and glasses were polished. When I first started working there our overall quality of service was poor. We would get complaints from customers about the long waiting time and the overall quality of service. This I felt was a big result of the responsibilities of the bussers. Each of us would have to do all of the tasks that I described above for one waiter. Since we were assigned to the waiter, we would have tables in multiple sections of the restaurant which caused problems for us and the waiters. Because of this, complaints from customers, and the lack of customer, the owner fired the manager and brought in someone else. When the new manager took over he implemented weekly staff meetings. At these weekly meetings, we would all get together and discuss the problems that we had in the previous week. We would then collaborate and figure out which problems were most important and how we could solve the problem. One of the first problems discussed was how to improve the speed of service. After collaborating on how to fix the problem, we determined the best solution was to assign waiters and bussers to specific areas. By doing this, we were only responsible for a certain area of the restaurant and we were able to better do our jobs better because it was easier to manage our tables since we now did not have to run around to all different spots of the restaurant. Although putting waiters and bussers in specific sections improved the speed the quality of service still needed to improve vastly.

Even though speed increased, our quality of service was still a problem. Customers still complained about long waits. This was the result of how long it took clear, clean, and reset tables, all jobs of the bussers. So, our next employee meeting focused on resolving this. Waiters suggested that hiring more bussers would improve the situation. Bussers suggested that giving some of the jobs that they did to the waiters would improve this problem. However, both of our solutions were shot down by the manager. Because of this management, waiters, and bussers collaborated to find out a solution. The solution we came up with was giving bussers specific

jobs. Now each busser had one or two specific jobs. Some bussers were now only responsible for clearing and setting table. Others were now only responsible for greeting and serving customers. And others now just took care of the prep work such as polishing silverware and glasses. By doing this bussers were less stressed out because they were not overwhelmed by the amount of work they had to do. This also improved the relationship between waiters and bussers. Before this change was made, waiters would get mad at the bussers because they felt they were being lazy. They felt tables were not cleared, set, or greeted fast enough. This made the waiters feel that they were losing out on money. Waiters thought that they would have been able to turn over more tables if the bussers were faster. At the same time bussers felt underappreciated by the waiters because they were working as hard as they could and still weren't getting any thanks. But since the quality of service improved when bussers were put into specific jobs, everyone became more relaxed and improved the overall working environment.

Overall, with the use of collaboration the restaurant improved in all areas. The use of collaboration first increased the speed of the service provided. It then increased the overall quality of service to customers which made for happier customers and more customers. This as a result increased the profits of the restaurant and the tips of waiters and bussers. Because of all these changes from collaborating workers became less stressed about their jobs and made for a more relaxed working environment.