Level Up Your Restaurant Operations & Facilities Management With GenAI

10 simple ways generative AI tools can help you streamline your workflows, elevate your team and customer experiences, and operate at peak facility performance

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Introduction

Generative artificial intelligence (GenAI) tools like ChatGPT, Gemini, Copilot, and Grok are rapidly transforming the way businesses operate. Unlike traditional AI technology, which can analyze existing data, GenAI can create original content that looks, sounds, and feels human-made.

For example, traditional AI can analyze performance data for a business-critical piece of equipment and detect any anomalies. GenAI can engage you in a full conversation, asking relevant questions and providing insights that help you identify the likely cause of an issue.

> **With all of the new capabilities GenAI has to offer, innovators in restaurant operations and facilities management (FM) are finding that it can maximize productivity — helping them level up in their roles, empower their teams, and advance their organizations.**

Below, we list 10 simple ways you can leverage GenAI in your day-to-day restaurant operations and facilities workflows — featuring ChatGPT as an example throughout — so you can deliver even more seamless customer and team experiences.

⭐ Disclaimer

When using GenAI to gather data, always double check the information it shares, as it is not always accurate. It is also important to note that depending on whether you're using a paid or free version, there may be limitations on the model's knowledge and capabilities. **Learn more** about the dos and don'ts of GenAI.

1   Collect detailed information for work orders.

When a problem arises with an asset, you may often understand what isn't working but might feel unfamiliar with the technical terminology service providers require to diagnose the underlying issue. Unlike mobile facilities management systems like ServiceChannel that enable employees to request service instantly in a mobile app with photos or videos of the problem, most staff don't have the resources to ensure they're correctly filling out a work order. This could lead to added time of repair, leaving you with extended down time that negatively impacts customer experience and the bottom line. Instead, you can use GenAI to talk through the problem and explore ways to describe it clearly.

> **Try asking ChatGPT to help you describe your asset's problem. It can list potential details to include in your work order, specifically tailored to the asset type. You can then copy and paste this information into your work order and edit as needed.**

2   Determine the best asset investments for your business.

You and your team put a lot of thought into selecting your current assets. It can be daunting to repeat that research when it's time to upgrade or replace them. GenAI can help you optimize the efficiency of your kitchen by analyzing what equipment to invest in based on the equipment you already have, your present needs, and your projected needs as you grow.

> **You may want to upgrade your kitchen equipment to be more powerful, more eco-friendly, or to have more cooking capacity. Try sharing desired features and budget with ChatGPT to get tailored brand or model suggestions that will boost your return on investment.**

3   Plan for upcoming maintenance needs.

One of GenAI's most exciting traits is its ability to predict future behavior based on past performance and generate a custom action plan. When applied to facilities management, it can help you carry out preventive (rather than reactive) maintenance, so you can fight problems *before* they arise and avoid costly repairs.

> **Try plugging the model number of an asset (like your refrigeration system) into ChatGPT, along with its age and any performance issues, and have ChatGPT create a preventive maintenance plan — including a routine schedule and checklist that will keep it running at its best.**

Discover how you can achieve preventive maintenance at scale across your asset fleet with **ServiceChannel's facilities management software platform**.

4   Diagnose and troubleshoot common issues.

How many times have you paid (and waited) for an expensive service call, only to learn it was a basic repair you or your locations managers could have handled yourself? GenAI can help you avoid such unnecessary costs and reduce downtime by weeding out simple issues and helping you resolve them.

> **Try entering the "symptoms" of a malfunctioning asset into ChatGPT. Then, ask it to diagnose the potential problem, assess whether it's something you can likely fix in-house, and (if so) provide step-by-step instructions to guide you through the repair.**

5 Predict important industry trends.

Innovation moves quickly within the restaurant industry. Why merely keep up when you can move the needle forward? GenAI can analyze current trends and predict what could be coming next, so you can stay ahead of the competition.

> Ask ChatGPT to focus on a topic you care about (like supply chain forecasts or innovative food service technologies) and create a short list of actions you can take to stay at the leading edge.

Note: Many free GenAI are only able to access historical data, while paid versions can access current web results, so keep this in mind when prompting.

6 Analyze customer sentiment.

As a service industry, restaurants live and die by customer satisfaction. But it can be difficult to find the time to analyze all the feedback you receive, let alone build action plans around it. GenAI can quickly comb through the volumes of data to analyze average customer sentiment, recognize common threads, and even draft tailored responses to address them.

> Do you have feedback you're unsure how to act on? Try feeding it to ChatGPT and have it suggest customer experience solutions with specific steps to take and potential outcomes of each solution.

7   Find the right kind of service provider.

It's always a challenge to find the right service providers — especially if your restaurant adds new specialty equipment. A GenAI tool can help you determine the right service provider to engage and the scenarios they would be the most appropriate to help in, so you can be prepared for anything.

> 💡 **Have ChatGPT offer potential issues for your new asset, then ask it to compile a list of which service provider to engage for each situation. For example, if you have a new sous vide immersion circulator, you'll know to call a calibration expert for temperature inaccuracy and a repair technician for water circulation problems.**
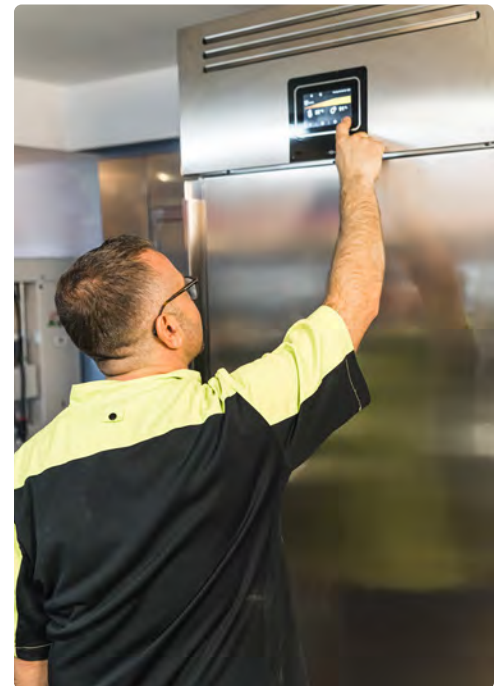
If you're ready to enhance or expand your service provider network beyond just business contacts, explore how you can access verified cost and performance data with **ServiceChannel's Service Provider Marketplace**.

8   Quickly draft written content.

From staff training materials to operations manuals, you rely on a lot of written content to keep things running smoothly. For you, creating those documents (and keeping them up to date) can take a lot of time and effort. But, for GenAI, writing and editing long texts takes just a matter of seconds.

> 💡 **Try copying text from your employee handbook or training guide into ChatGPT and having it programmatically update certain sections — like your sanitation or safety standards — to reflect any recent policy changes.**

9 Create a regulatory compliance checklist.

In the restaurant business, there are many compliance requirements and regulatory standards you must navigate to keep your doors open, from OSHA audits to Health Department inspections. GenAI can simplify this process by itemizing your compliance obligations, organizing your records, and letting you know if/when actions need to be taken.

Ask ChatGPT to consolidate any upcoming regulatory compliance tasks and deadlines into one easy-to-follow checklist, so you can get your paperwork in on time and prepare for any upcoming inspections.

Working with a **facilities management (FM) partner like ServiceChannel** takes takes the burden off of your business by enforcing compliance requirements automatically, recording and fixing leaks, and creating a single source of truth for all of your compliance documents.

10 Experiment with sustainability.

GenAI tools can not only identify wasteful equipment when given energy use measurements, they can also propose proactive ways to limit your carbon footprint. That isn't just good for the environment, it can help you reduce operating costs by significantly lowering your utility bills.

Try having ChatGPT share best practices on how to best maintain each of your assets to optimize their energy usage. It can also suggest more sustainable options for future investment.

Limitations of GenAI

While GenAI tools can boost your operational efficiency and make your day-to-day work easier and more cost-effective, they're not without limitations.

For instance, since GenAI algorithms are trained on historical data (rather than real-time data), the free models don't always offer the most current information. They're also unable to fact-check or think critically about the datasets they use, so they can return biased or inaccurate answers. That's why it's important to double check sources and information it generates, even if you're using a paid model that is able to access real-time information.

Plus, since you still have to manually enter prompts and performance metrics to engage with tools like ChatGPT, they're not a reasonable option for managing complex facilities programs at scale.

⭐ For some quick tips, **explore best practices** for prompting GenAI.

Amplifying the benefits of GenAI

Even better than applying generative AI systems yourself is working with a tech-forward facilities management technology partner. The right partner will have a strategic plan for integrating AI and machine learning into their platform, ensuring optimization across every facility location and asset.

🔍 Ready to level up your facilities program? Take our **free maturity assessment** to see where your restaurant operations stand — and what steps you can take next.

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→ **Take a maturity assessment**