



**RESTAURANT  
TECHNOLOGIES**

**OUR FOUR RULES FOR  
*REMOTE WORK***

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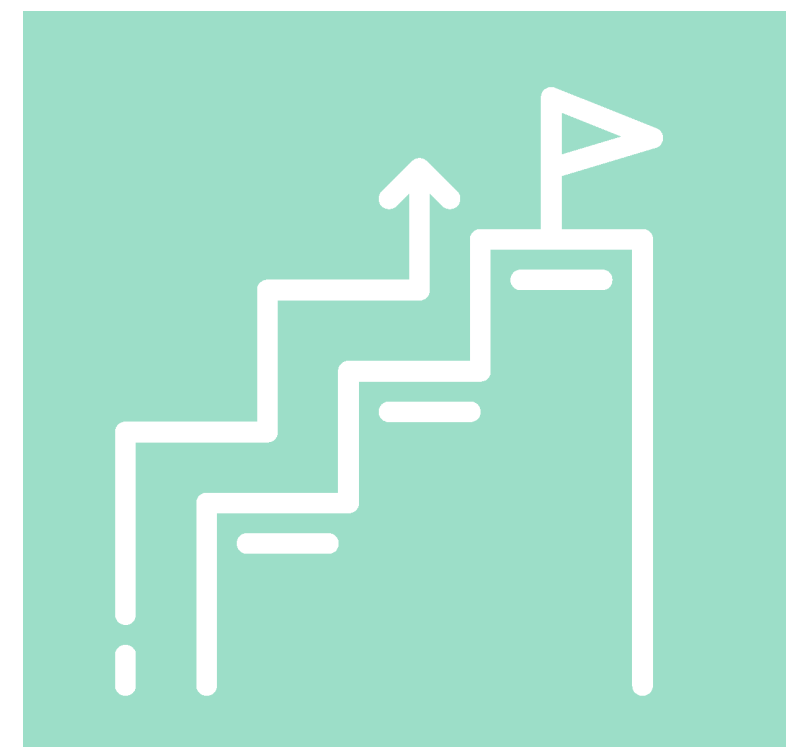
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# THE STATE OF REMOTE WORK



**ASIDE** from the phrase “unprecedented,” “remote work” is one of the main buzzwords of 2020 so far. We had this eBook in mind when we began the year, but thanks to Coronavirus, we moved it up in line. The truth is, even in normal, pre-pandemic times, much of the Restaurant Technologies workforce was remote. With 41 depots across the US, many of our employees service these markets remotely.

As our corporate office employees moved to a work-from-home model this spring, we have all had a crash course in how to stay productive with (let’s say it) an unprecedented level of distractions and stressors.

Read on to find out how we navigate remote work -- and how you can become more efficient throughout the work day at home.



# THE STATE OF REMOTE WORK

Let's consider the pre-pandemic work from home stats.

## BEFORE THE PANDEMIC:

IN THE U.S.,  
**4.7 MILLION EMPLOYEES**  
(3.4% OF THE WORKFORCE)  
WORK FROM HOME AT LEAST  
HALF THE WEEK.\*

\*Source: Hubspot

**44% OF EMPLOYEES**  
SAY THAT PART OF THEIR  
TEAM IS FULL-TIME REMOTE.\*

\*Source: Buffer

**46% OF C-SUITE**  
MEMBERS WORK REMOTELY  
AT LEAST PART-TIME.\*

\*Source: Owl Labs



## SO HOW DID REMOTE WORK BECOME PART OF THE NEW WORKFORCE?

Well, there are a whole host of reasons.

It might surprise you to know that telecommuting was introduced way back in the 1970s. With a telephone in most homes, it became easier to communicate with clients outside of the office. However, the ability to work remotely did not really explode until the internet and, more specifically, Wi-Fi, became universal. With this explosion came more digital and online jobs, making it possible for people to work effectively outside the usual office setting.

In the '00s, online startups with limited budgets needed a workforce who was willing to work very hard without much pay. They

needed a quality incentive, so they included flexible workplaces, or remote work, in their benefits packages. Generally, one would work first at the office and then from home. However, this slowly morphed into people working from home upon being hired, with some businesses existing entirely online.

Today, companies enjoy reduced costs and smaller carbon footprints and employees benefit from having more control over their production and schedules. However, there are downsides to working where you live. In the following pages, we'll cover obstacles, productivity, efficiency, motivation and creating boundaries that set you up for success.





# COMMIT TO SMART GOALS



**“MOST PEOPLE OVERESTIMATE  
WHAT THEY CAN DO IN A DAY,  
AND UNDERESTIMATE WHAT  
THEY CAN DO IN A MONTH.”**

-Matthew Kelly, Author of  
*The Long View*

If you're already working from home, this pattern might sound familiar:

**MONDAY:** *Massive to-do list*

**TUESDAY:** *Chipping away*

**WEDNESDAY:** *New tasks pile up alongside the old ones*

**THURSDAY:** *You're buried; motivation is waning*

**FRIDAY:** *You prioritize critical and past-due tasks; the rest can wait  
until next week*

This pattern leaves you feeling like you've missed the mark for the week. Instead of celebrating all you achieved, you were forced to focus on all the missing check marks. You might even end up logging in on the weekend to ensure everything gets done. Or worse, you put off work until Sunday night and get the "Sunday scaries" before the next Monday list looms.

This weekly spiral can turn into your normal month's routine and before you know it, it's been a stressful quarter — or year.



# COMMIT TO SMART GOALS

## IF YOU WANT TO CREATE SMARTER GOALS, YOU FIRST HAVE TO START BY SEPARATING SHORT-TERM AND LONG-TERM OBJECTIVES.

Short-term goals should be those you can complete in a day or in a work week. But here's the kicker: you should also include *approximately how much time* you believe it will take to complete. This will help you prioritize and fit in tasks between meetings or appointments.

### SHORT TERM GOAL EXAMPLES:

- Create new ad mock-ups for client (40 mins)
- Meet with sales team for Q2 numbers (1 hour)
- Write 2 blogs and publish (1.5 hours)
- Take inventory (3 hours)
- Research new software for team (2 hours)
- Analyze last week's ad performance (1 hour)
- Conference call with investors (1 hour)
- Create to-do list for interns (20 mins)



# COMMIT TO SMART GOALS

Now sort these by priority. I like to highlight things in yellow that need to be done ASAP and put them at the top in order of how long they will take. Now take a look at your calendar and block time to do each task between other commitments. *Yes, actually put time on your calendar with each task listed.* If it's a high priority and you don't want to be interrupted, set your calendar to busy so that nothing gets scheduled during that time. If there's anything that you don't have time for, push it to the next week or enlist the help of a co-worker to make it happen.

Some people do this each Monday morning, but Friday afternoon might be your best bet. You're never more aware of your priorities as you are just before you sign off

for the night. When you log in Monday morning, you're already set up for success. Plus, taking time Friday to create an action plan for the next week means you can walk away over the weekend and not worry about things falling through the cracks.

Obviously, most jobs have ad hoc projects or urgent items that interrupt the work week. You can't anticipate everything. Leave some time open on your calendar to check emails and respond to anything that's timely. Allow for "contingent" time or "cushions" so these interlopers don't force you to move other commitments. When you receive a new assignment or designate a task you need to complete, add it to either a short-term or long-term list and carve out time to take action.





# COMMIT TO SMART GOALS

## LONG TERM GOAL EXAMPLES:

- Revisit software partnerships
- Explore new packaging options
- Introduce new product or service
- Test email marketing
- Launch company blog
- Increase production efficiency by 25%

Long-term goals can be a month, a quarter, a year or even five year goals. I recommend starting with a month and working your way up.

In this example, accomplishing these big-ticket items could take a month or longer.

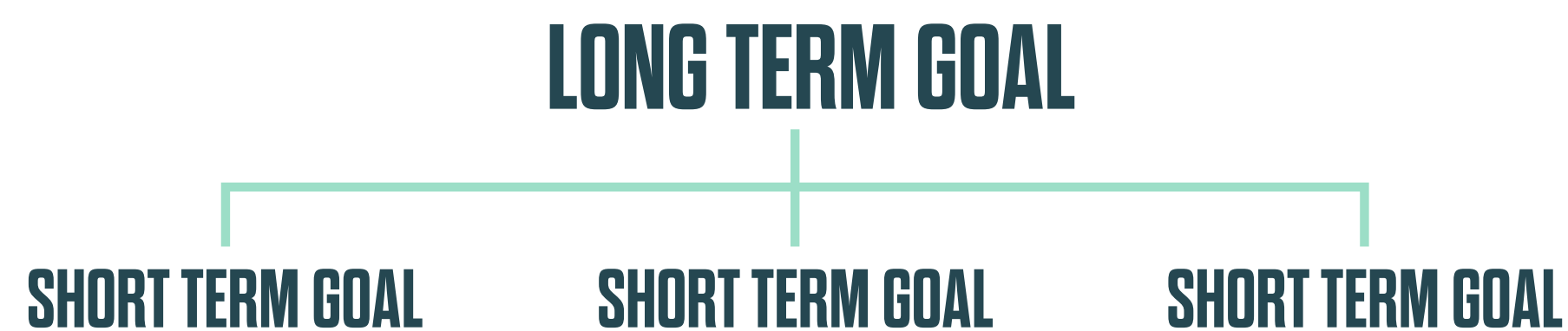
**“THE SECRET OF GETTING AHEAD IS GETTING STARTED. THE SECRET OF GETTING STARTED IS BREAKING YOUR COMPLEX, OVERWHELMING TASKS INTO SMALL MANAGEABLE TASKS, AND THEN STARTING ON THE FIRST ONE.”**

- Mark Twain



# COMMIT TO SMART GOALS

The most important thing you can do for long-term goals is to break them up into - you guessed it - short-term goals. We'll call these milestones. Then, commit to realistic deadlines for completing each milestone. Keep tracking progress toward the larger, long-term goal as you complete each minor, bite-sized task.



For example, let's take the task of "test email marketing" above. What will this require? Researching software options within budget, setting up, loading email addresses from our lists, creating copy and assets, testing different times or subject lines, assessing performance, adjusting accordingly. The first few tasks

might take a few hours, but the last tasks can go on for awhile. When will you consider the test completed? If you are truly consistent and send emails frequently while optimizing content, sends and lists, you should know in 90 days if your efforts are paying off. So, in this case, "test email marketing" can have a setup time of a week and a completion date of 90 days after that.



It's important to note that when you work from home, your team might not always know what you're working on every day. To keep people up to speed on your progress, *you can decide on a deliverable at the end of each long-term goal.* Delivering a wrap-up of what you learned and/or accomplished keeps your team and stakeholders apprised of progress and can also be a great tool for conversations around promotions or raises.



# REMOVE OBSTACLES

Now that you have your short-term and long-term goals in place, it's time to remove obstacles to your success. When you're working remotely, these are not just work-related obstacles, but home-driven obstacles, as well.

## LET'S START WITH WORK!

If you're new to working from home, here's a list of potential roadblocks you can tackle with your employer:

### EXPECTED WORK HOURS

Are there different time zones to consider?

### PREFERRED MEETING DAYS/TIMES

Without hallway chats, more scheduled meetings may be required.

### INTERNET QUALITY

Is reliable, quality internet available in your remote workspace?

### COMMUNICATION

Establish a weekly check-in and agenda, and agree on tools to use for intermittent conversations: Email? Webex? Text? Something else?  
If there's an emergency or conflict, who should be notified, and how?

### OVERTIME EXPECTATIONS

If overtime is occasionally expected, will it need to be approved in advance?

### PROJECT SOFTWARE

Is there software you can use to keep track of completed tasks or new assignments?



# REMOVE OBSTACLES

## NEXT, LET'S TACKLE THE HOME-BASED OBSTACLES.

To be your most productive, it's imperative that you stay self-aware. When you find your mind drifting, your motivation waning, or your inclination to procrastinate increases, take stock of your surroundings. Notice how you feel and take immediate action to improve your mood. These small solutions are not long-term fixes, but they are healthy habits to develop:

### ARE YOU...

SLEEPY

DISTRACTED

UNCOMFORTABLE

PREOCCUPIED

HUNGRY

STRESSED

LONELY

### THEN...

WORK STANDING UP

TURN OFF NOTIFICATIONS

CHANGE LOCATIONS

TAKE A WALK

EAT A HEALTHY SNACK

WRITE A PRIORITIZED TO-DO LIST

CONNECT WITH A TEAM MEMBER



# REMOVE OBSTACLES

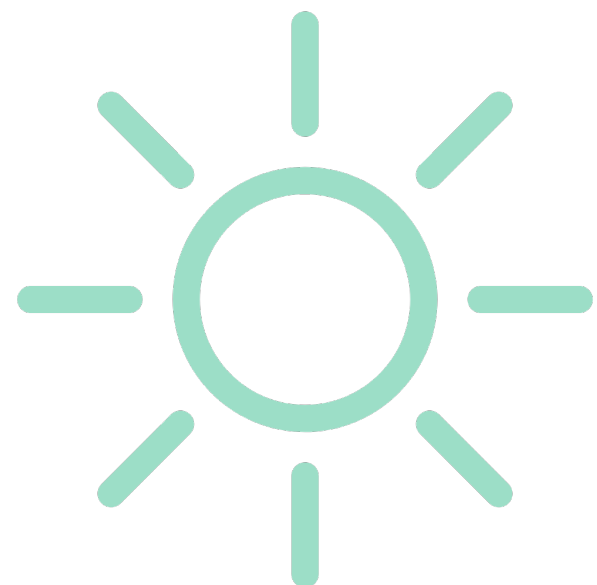
To overcome obstacles in the longer term, You'll need a solid daily routine that works for you. Here are some ideas RT employees have tried. Do any of these speak to you?

## NO MESS MONDAYS



On Sunday night, tidy up. Deal with whatever it is that routinely annoys or distracts you from your work. If you can't stand dirty dishes in the sink, tackle that on Sunday. Plow through the laundry piles, dust the TV or whatever. You'll start fresh on Monday morning able to focus on your to-do list instead of your should-have-done list.

## MORNING ROUTINES



Just because it's a cliché doesn't make it any less true. Getting ready in the morning like you are commuting to work even if you're only commuting a few feet to your desk is essential. Try to go to bed and wake up at the same time each day. This will ensure your body enters a good circadian rhythm. You wouldn't go to work in your pj's and bed-head. Just because you're home doesn't mean you don't have to take care of yourself. Respect yourself, your work and your video co-workers enough to get ready for your day at least minimally. Clean teeth, clean face, clean shirt, brushed hair... that shower in the morning is an investment in yourself and



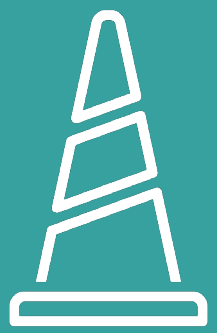
# REMOVE OBSTACLES

your day. Have breakfast if you're a breakfast person. Work out if you're used to doing that before going to work. We have employees who walk or bike "to work" only to leave and return to the same place. They say it sets them up for the day with a calmer, more focused mindset.

## DESIGNATE A WORKSPACE

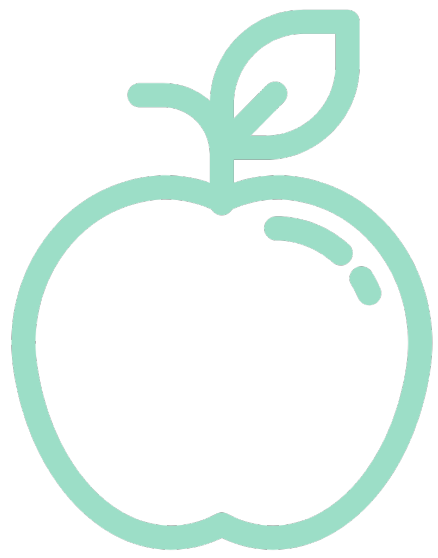


A dedicated workspace will minimize distractions, and it will train your brain to focus on work when you're there. An office with a door is ideal, but even a table set up just for working can be effective. It should have good lighting, a comfortable chair or stool, and access to power. Outside of that, just make sure your designated space isn't used for anything else. That means, it isn't a couch (ergonomic nightmare!) or your bed (awkward for meetings). Once you're used to your space, you might find that you can focus quickly on work when you get there, and can leave it behind when you walk away. Both of these are healthy and productive ways to manage the balance between work and home. So, you have that special somewhere. But it's a perfect summer afternoon for the deck or patio. Should you? Decide for yourself. If you were in the office, would you occasionally book a conference or huddle room to get something done? It's totally okay to move around a bit. You just don't want to have to recreate your workspace every morning.



# REMOVE OBSTACLES

## EAT FOR FUEL



When you're new to working at home, there's extra incentive to snack throughout the day. You may need a brain break, you might want something to crunch on while reading, or maybe you're bored. Resist the temptation to eat first. Try a quick walk outside or a few jumping jacks first. You'll want to stick to your routine as far as food goes, so you can stay smart and alert without risking your health. Stock up on healthy snacks for those times when a walk around the block doesn't quite do it for you.

## STAY ACTIVE



Speaking of that walk around the block... When your home is both your work and living space, it's natural that you might leave the house less often. After a day or two, this can lead to feeling cooped up or overwhelmed. To combat this, try to stay active. Some options include morning yoga or stretches, taking a walk every day during your lunch break, going for a run after work, or hitting the gym, if it's open. Without the commute to work, many people find they have extra time in their day for exercise. And as much as you like the corporate showers, there's really no place like home to clean up!



# SET BOUNDARIES



**“NEVER GET SO BUSY  
MAKING A LIVING THAT YOU  
FORGET TO MAKE A LIFE.”**

– Dolly Parton

With the obstacles out of your way, you can take on the world! Or at least, you should be able to reach those goals you’ve set for yourself. If you want to guarantee your own success, your next step is going to be to set boundaries.

Setting boundaries comes naturally to some, not so much to others. Remote workers, especially, can fall prey to working late into the night, working on the weekends and letting work stress creep into their personal lives. This constant state of working is not good for productivity, motivation or balance.





# SET BOUNDARIES

Here are five easy ways to establish boundaries for yourself, your team and your employers:

## 1. PROFESSIONAL RELATIONSHIPS

When you maintain professional relationships with coworkers and superiors, there's a natural respect and also a separation between personal and work life. Professional relationships don't have to be unfriendly or cold; it just means your conversations are more focused on work and calls and texts can be constrained to normal business hours. Blurring the lines between work and personal situations and interests can sometimes lead to crossing lines where you didn't mean to, or interrupting family time with work issues.

## 2. KNOW YOUR LIMITS

Align your boundaries with your values, and respect the boundaries others set for themselves. For example, if a co-worker says, "I have to stop work before 6pm each night so that I can be with my family," then don't be the person who calls with a quick question at 7pm.

## 3. ASK FOR HELP - BEFORE YOU NEED IT

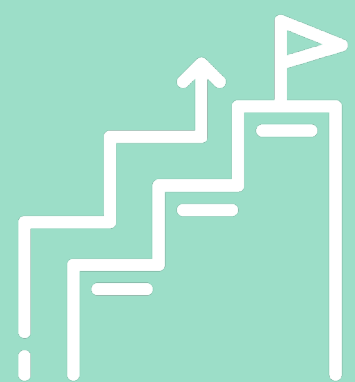
What's on your plate that you know you're not going to get to? What problem is especially difficult? Asking for help before you're in trouble is a smart way to manage any project. With lead time, you're more likely to get the help you need, or can reorganize priorities in a way that won't impact other people's timelines. People want to help. If you suddenly solve your own problem, you can always say, Thanks anyway and move on. And remember, what goes around...

## 4. HARD NO'S

RT is committed to a respectful and inclusive work environment, on site and virtually. Communicate clearly when you feel a boundary has been crossed. Assume positive intent, but maintain your own zero tolerance policy for disrespectful behavior. You can use positive language, "I'm with my family right now. Let's connect on Monday about this." Clear. Firm. Respectful. It's okay to be direct. And it's fine to get help from your manager in situations where a positive approach doesn't stem an offensive behavior.

## 5. AUTOMATE

If you're having trouble taking off your "work hat" at home, put your technology to work! Apps like Moment and ZenScreen can help you keep your screen time in check, you can "Pause Inbox" or set your chat to "Busy" on Gmail to prevent notifications from taking you off course. Some RT employees utilize an Out of Office message on the weekend so co-workers know that they're not available.



# MOTIVATE YOURSELF

With goals in place, space set up, boundaries adhered to and obstacles removed, what's stopping you? Oh, you. Remote workers don't get the high-fives and smiles that are common in office settings. Sometimes even the texted "Thank you" is less than satisfying. If you're naturally motivated by public praise or recognition, you'll miss that as a remote worker. Even if you didn't need the kudos in the office, then working from home can find you so caught up in work that you forget that you are a part of a bigger team and mission.

## SO HOW DO WE MOVE FROM EXTRINSIC (OUTSIDE) MOTIVATION TO INTRINSIC (INSIDE)?



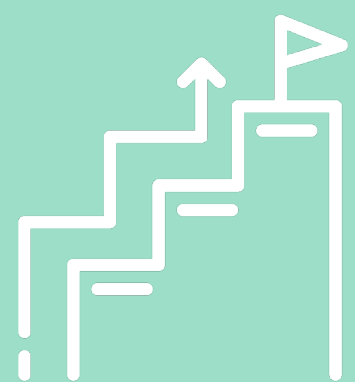
**POSITIVE  
OUTLOOK**



**REWARDS OF  
ALL KINDS**



**ALIGN YOURSELF WITH  
HIGH PERFORMERS**



# MOTIVATE YOURSELF

## POSITIVE OUTLOOK

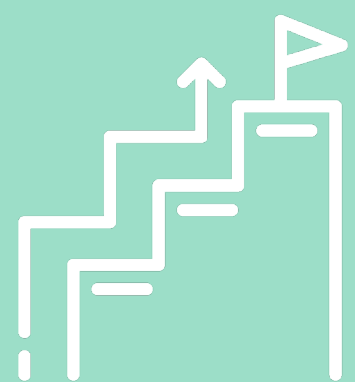
Science says that negative thinking can lead to an inability to take action. Instead, if you're in a negative mindset, try to shift to thinking more positively. It's not easy, but it's do-able.

One way to change your mindset is to speak your gratitude. Studies show that writing down 3 things you're grateful for each day actually changes your thinking throughout the day. Telling another person you appreciate them, or thanking someone for something, has an even more powerful effect. Try thanking a teammate for tackling a task with you. Spend two or three minutes before work mindfully focused on what you enjoy or appreciate about your current projects or a skill you've developed.

Another way to get more positivity in our thinking is to create purpose in your projects. If you can tie your to-do list to the company's goals and priorities, you'll move from task master to accomplished contributor. At RT, our individual and department goals align with the organization's priorities and objectives, which drive year-end incentives for most of us. At our monthly update lunches, it feels great to see where we stand as a company, knowing we all played a part in that success.

**“WE NEED TO THINK TO PLAN BUT  
WE NEED TO FEEL TO ACT.”**

– Eric Barker



# MOTIVATE YOURSELF

## REWARDS OF ALL KINDS

Rewards come in all kinds of packages, and you don't need to wait for performance reviews to receive them. It's always okay to pat yourself on the back. Reward yourself with earned breaks and use your earned PTO to rest and recharge. Also, reward yourself by advocating for yourself. Keep a list of your accolades and accomplishments and schedule times to meet with your supervisor. Demonstrate your importance to the team and ask for opportunities to learn a new skill, participate on a project or take on more responsibility. Not only will you be feeling great about yourself, you'll be further proving your value to the team.



**WARNING:** This might require some humble bragging.

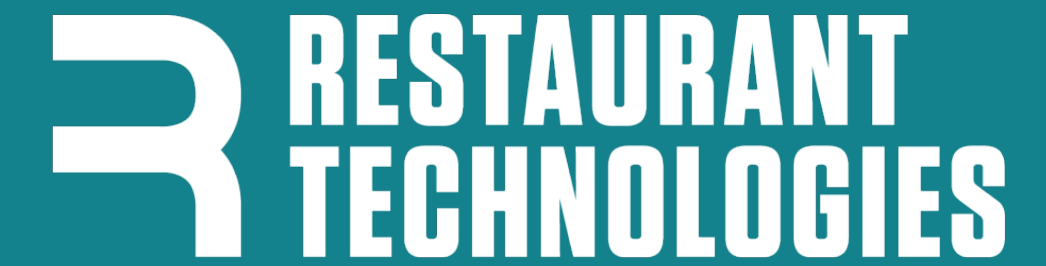
## ALIGN YOURSELF WITH HIGH PERFORMERS

Peer pressure doesn't disappear the day you leave high school. It takes on other forms and can actually be positive sometimes. If you find yourself lacking motivation, align yourself with other high-performers in the company. Talk with them regularly and observe how they work and motivate themselves. Set up accountability partnerships when it makes sense to do so.



High productivity requires intrinsic motivation and being around highly-motivated people can be contagious.

# WRAPPING UP...



Welcome to the new normal, which includes office work and – often – remote work, as well. At RT, not every job is remote, but we do have a Flexible Work Arrangement process to ensure that people who want or need some flexibility have the ability to work remotely.

Now that you have the tools to manage remote work effectively, check out our opportunities at

[careers.rti-inc.com](https://careers.rti-inc.com)

## CONTACT INFO:

Check out our website to see all our open positions, and to apply. Send your questions, comments and resume to our Recruiting team at [RTcareers@rti-inc.com](mailto:RTcareers@rti-inc.com).