

Comensa_360 Review, conducted Oct/Nov 2024

OVERVIEW

The owners of Comensa have two key goals - to provide an environment where everyone on the team can thrive, learn and work well together, and to run a sustainable operation with all three brands holding a strong reputation in the market.

360 REVIEW APPROACH

To inform medium to long term business planning a 360 degree review was conducted by independent consultant Donna Maxwell of Running Mate Limited. Face to face interviews were held with a cross-section of 15 employees from the various business units and teams of Comensa

The following excerpts are taken directly from the findings:

Employee Testimonials on Comensa company and leadership culture

- It is rare to find someone that is equally passionate about what they do and who you are. Krishna has really high standards for service delivery, and she holds herself to these every day, but she also sets the bar for how to treat team members - fairly and kindly.
- Comensa has really good systems, Krishna has designed these with attention to detail not just around service delivery but across culture and talent development, training and inductions, menu innovation, food waste, and cost management. She is a pro, and someone that everyone respects and learns from.
- Krishna pushes hard but it's always from a good place. She is good at knowing everyone and giving them opportunities to grow. I have seen her spot talent in people early on and work hard to bring them out of their shell and give them opportunities to grow. Consequently, people are really loyal and will work so hard for her.
- Krishna can move at ferocious speed, she makes really effective decisions, but equally can be meticulous and empathetic, taking into consideration what the team is thinking and needing. It creates a good balance. People trust her leadership, always.
- I love Krishna's energy. She gets shit done, is passionate and has high standards, but she listens and cares. You can't not love her.
- Krishna is regarded highly both within the industry and across the market, people come to the restaurants just to see her. During COVID she played a spokesperson role for the NZ hospitality industry, liaising with government, and advocating for venues to be able to open and operate with safe practices. Her experience and calm-under-pressure nature really made a difference at that time.