

KEEP ON FILE FOR THREE MONTHS.

# MANAGERS' PRE-SHIFT HUDDLE & DAILY SHIFT PLAN

MOD: 1<sup>st</sup> Open Name: \_\_\_\_\_ Shift: \_\_\_\_\_ Unit #: \_\_\_\_\_ Day & Date: M T W Th F S Su / /

2<sup>nd</sup> Mid Name: \_\_\_\_\_ Shift: \_\_\_\_\_

3<sup>rd</sup> Close Name: \_\_\_\_\_ Shift: \_\_\_\_\_

**Sales Goal: \$** \_\_\_\_\_

**Labor Goal: \$** \_\_\_\_\_

/ %

### Daily Team Schedule:

**Servers:** \_\_\_\_\_ Shift: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Cooks / Prep:** \_\_\_\_\_ Shift: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Dish:** \_\_\_\_\_ Shift: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Host / Back-up:** \_\_\_\_\_ Shift: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

### Training / Interviews:

**Trainee / Trainer:** \_\_\_\_\_ Shift: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Interview Appointments:

### Guest Complaint / Feedback Log:

Print guests name and contact information here for follow-up. Briefly describe guest feedback / concern.

### Pre-Shift Huddle Topics:

Pre-shift Huddles should only last about 3-5 minutes - quick feedback sessions lead by the shift leader or manager with each shift to set-up team for success and great guest service!

- Menu features
- Suggestive selling contest / focus
- Sales / labor goals
- Cleaning tasks
- Special events or groups
- Take-out goals
- Phone greets
- Procedure updates
- Guest concerns / compliments
- Product shortages

### Daily Focus / Secret Service Notes: