

# Pre-shift breakfast briefing template

Briefings are max 10 minute duration. Goal focused, Interactive, WIIFM. Structure: Tell, Show, Do, Review

This is an editable pdf. Fill in the boxes below and save the file when you are finished.

Manager: \_\_\_\_\_ Date: \_\_\_\_\_ Shift: \_\_\_\_\_

**Covid-19, hygiene, personal appearance, uniforms and PPE**

**Positive feedback from the last shift**

**Staff to recognise this shift** (staff to recognise/feedback/comments)

**Monthly management service and sales goals** (see board, could have a reminder written here)

**Anticipated business level this shift and why**

**Today's focus** (service topic/SOP and sales goals for the day)

Service:

Sales:

(Including setting key targets for premium products/specials to upsell):

Track sales targets shift briefing on a whiteboard so targets and progress can be tracked/recognised and celebrated in real time by the team)

## Pre-shift briefing template (continued)

**Organisation** – who's doing what/stations/roles (see board)

**Chef recommendations/new dishes – know your product**

- |                              |   |
|------------------------------|---|
| 1. What are the ingredients? | 5. What is the price?                                       |
| 2. How big is the portion?   | 6. How would you describe or what would you recommend with? |
| 3. How is it prepared?       | 7. What are the benefits?                                   |
| 4. How is it presented?      | 8. Use the right descriptive words.                         |

**Contest/reward:**

**Personal sales target for this shift:**

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## Pre-shift briefing template (continued)

Manager's Post Shift Comments: (e.g., customer complaints/issues that require corrective action)