

Weekly communication session

10 July 2023



The key meeting for constant improvement & smooth operation in our business.

DATE

AGENDA

- Review and discuss last week's daily reports (need to have been pre-highlighted for key points)
- KPI review
- Milestones review and update
- Actions review and planning
- Events, booking and promotions

PLEASE COME PREPARED, WITH:

- Your highlighted daily reports from last week
- Your KPI report (if relevant to you)
- Any significant points or events you think will help the business achieve its goals

1. LAST WEEK REVIEW, 15 minutes

Staffing shortage impacted service during peak hours

BIG positive customer feedback on new vegan and gluten-free options

Upselling efforts need improvement

Maintenance issues: leaky faucet and faulty AC

More frequent posts on Insta had better engagement

Focus on staffing, quality, and customer satisfaction for next week

2. KPI REVIEW, 10 minutes

		ACTUAL	TARGET	LAST WEEK
Revenue	\$	\$50,000.00	\$60,000.00	\$52,300.00
Cost of Goods	\$	\$15,000.00	\$16,800.00	\$18,000.00
	%	30%	28%	34%
Labour	\$	\$15,000.00	\$18,600.00	\$18,600.00
	%	30%	31%	36%
Gross Profit	\$	\$20,000.00	\$24,600.00	\$15,700.00
	%	40%	41%	30%

