Weekly communication session

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

1. LAST WEEK REVIEW, 15 minutes

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

. KPI REVIEW, 1	10 minutes	s		
KPI REVIEW, 1	0 minutes	s ACTUAL	TARGET	LAST WEEK
	0 minutes		TARGET	LAST WEEK
evenue			TARGET	LAST WEEK
evenue	\$		TARGET	LAST WEEK
evenue ost of Goods	\$ \$		TARGET	LAST WEEK
evenue ost of Goods	\$ \$ %		TARGET	LAST WEEK
evenue ost of Goods abour	\$ \$ % — \$		TARGET	LAST WEEK
evenue ost of Goods abour	\$ \$ % 		TARGET	LAST WEEK

3. MILESTONES,	5 minutes			
Milestone	Target date	Risks to achieve / Quick update	Mitigation t	aken
4. ACTION & COM	MMUNICATION, 10 m	ninutes		
Action			Person responsible	Due date
A				
В				
C				
D				
E				
6. CURRENT SITE	-WIDE FOCUS			
1				
2				
3				

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10 July 2023

Loaded
Hospitality Management Software

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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
Cost of Goods	%	30%	28%	34%
Labour	\$	\$15,000.00	\$18,600.00	\$18,600.00
	%	30%	31%	36%
Cus sa Dus fit	\$	\$20,000.00	\$24,600.00	\$15,700.00
Gross Profit	%	40%	41%	30%

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Milestone	Stone Target date Risks to achieve		Mitigation t	/litigation taken	
Implement max nightly sales bar incentive	_	/ Quick update Having issues getting the right data	Use Loaded		
Implement opening and closing checklists	July 29th	On track, no risks seen			
4. ACTION & COMMUN	ICATION, 10 n	ninutes	Person		
Action			responsible	Due date	
A Ensuring three key f	ocuses are a	dded to Team Facebook page	JD	23 June	
B Meet with morning o	GQ	23 June			
C Teach all bar tenders	RM	15 July			
D					
E				·	
International DJ in Gai	rden Bar Frida	ay for a 200 person private			
Wine and Food Fest or	n in city garde	ens Saturday - finishing at 4p	m		
Graduation at Universit	ty Sunday - S	ignificant bookings Sunday b	reakfast		
6. CURRENT SITE-WIDE	FOCUS				
1 Ensuring 100% of cu	ustomers are	met as they arrive at front do	oor		
2 Ensuring all tabs are	cleared at th	ne end of every shift			
3 Ensuring Kitchen co	mmunicates s	specials and out of stock at the	he start of ev	very shift	