[COMPANY LOGO]

Pre-Service Meeting

Last Updated: 22/01/2024

Employee Responsible: Service Kitchen Supervisor

Purpose:

To outline the steps that the satellite kitchen supervisor must take on a daily basis when conducting the daily staff meeting prior to service hours.

Review Procedure:

This procedure document should be reviewed (and updated if necessary) by the **Regional Supervisor** at least **Once Every 2 Months** or immediately after any physical operational procedure steps have been changed at any point.

Procedure

When: 15 minutes prior to the start of service

1. **1 Minute:** Gather all employees around the expediting station table

2. **8-10 Minutes**: Start off the meeting by explaining/addressing any:

- Menu updates
- Projected level of busyness
- Shift changes/Absent Employees
- 86'd items
- Equipment malfunctions
- Customer feedback from previous day's service
- Issues which occurred during the previous day's service and ways to improve
- Staff concerns that must be handled (ex. Many employees are throwing the kitchen rags in the trash bin instead of the laundry bin consistently)
- Any information that will be worth noting regarding the upcoming service

3. **1 Minute:** Give some final inspiring words of encouragement to bring the energy up before beginning the busy service.

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Monitoring

The regional supervisor will sit in on one pre-service staff meeting each quarter to ensure the kitchen supervisor is following all pre-service meeting procedures as outlined in this document.

SIGNATURES

Signatures from employees and management to confirm that they have read and understand procedures.

Staff Member Name	Signature	Date

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