

# SOP: Conduct Team Briefing for Menu Updates, Reservations, and Shift Assignments

**Purpose:** This SOP details the process to **conduct team briefings for menu updates, reservations, and shift assignments**. It aims to enhance team coordination, improve service efficiency, and ensure all staff have up-to-date information for smooth restaurant operations.

## Scope

Applies to all front-of-house and relevant back-of-house staff involved in daily operations, including managers and supervisors responsible for leading team briefings.

## Procedure

### 1. Prepare Briefing Materials

- Update and print the latest menu, highlighting any new items or specials.
- Gather reservation reports (including special requests, VIPs, large parties).
- Prepare shift rosters and assignment charts for the day or service period.
- List any key announcements or policy updates.

### 2. Schedule the Briefing

- Set a consistent time before each service shift (e.g., 30 minutes prior to opening).
- Notify all team members of briefing time and location.

### 3. Conduct the Team Briefing

- Start on time and ensure attendance of all required staff.
- **Discuss Menu Updates & Specials:**
  - Highlight new dishes, removed items, and special offers.
  - Clarify details (ingredients, allergens, presentation notes).
- **Review Reservations:**
  - Go through reservation list, noting any VIPs or special requirements.
  - Assign service points/sections as needed for large groups.
- **Assign Shifts and Responsibilities:**
  - Confirm station assignments, support roles, and break schedules.
  - Address any scheduling conflicts or coverage needs.
- **Address Team Questions & Concerns:**
  - Encourage open discussion and clarify any uncertainties.
  - Record feedback for later review or follow-up.

### 4. Communicate and Document Key Points

- Summarize main action items at the end of the meeting.
- Share written recap via staff notice board, group chat, or internal app if needed.

### 5. Monitor and Improve

- Periodically assess the effectiveness of briefings through team feedback and service observations.
- Adjust briefing format and content as required.

## Responsibilities

- **Manager/Supervisor:** Lead the briefing, prepare and distribute materials, and address all concerns.
- **All Staff:** Attend, engage, ask questions, and follow assigned roles.

## Documentation

- Briefing attendance records
- Daily reservation and shift assignment sheets
- Summary notes for key announcements or issues

## Review

This SOP will be reviewed quarterly or as operational needs change.