

Pre-shift Playbook

Online course outline

The pre-game huddle or shift meeting is an opportunity to reinforce behaviors and focus the team on delivering an All Star performance.

Pre-shift Themes

- What are Themes?
- Theme Planning

R.I.M.

- Recognition
- Instruction
- Motivation

Five-Minute Trainings

Preparing for a Five-Minute Training

Skillbuilder Examples

- Suggestive Selling/Cross-Selling
- Menu Knowledge
- Service Skills
- Guest Personas
- Special Requests
- Food Safety

Pre-shift Preparation

- Planning Effective Pre-shifts
- Creating Your Calendar

Customizable plan templates, skillbuilding activities, pre-shift topics, and calendars.

