

Team meeting & training launch

Clear decisions. Named owners. A recorded follow-up.

Outlet / emirate: _____ Date (DD MMM YYYY): _____

Time (GST, UTC+4): _____ Chair: _____ Note-taker: _____

01 / Launch a training programme — 30 minutes

Minutes	Agenda / facilitator prompt	Record
0–3	Welcome: explain the purpose and recognise existing skills.	Desired outcome: _____
3–8	Show the role-based plan, safety priorities and expected practical standards.	Modules / dates: _____
8–13	Explain scheduled training time, time recording, device access and support.	Arrangements: _____
13–21	Live demo: sign in, open a module, complete a practice task and find support.	Access issues: _____
21–26	Questions: invite concerns about workload, language and technology.	Open questions: _____
26–30	Confirm next steps, assigned owners and the first review date.	Review date: _____

Prepare before the meeting

- ☐ Complete the team FAQ setup fields. ☐ Test login, Wi-Fi and a shared device.
- ☐ Confirm paid training arrangements with HR. ☐ Have a practical demonstration ready.
- ☐ Provide language support where needed. ☐ Schedule around service and local rosters.

Opening script

“We are introducing a shared training plan to make daily work clearer and safer. Today we will show you how to access it, when training happens and who can help. Your experience matters: please tell us what needs clarification.”

02 / Weekly operating meeting — 20 minutes

Week commencing: _____ Outlet: _____ Chair: _____

Minutes	Discussion	Decision / owner
0–3	Review last week's actions: close, carry forward or escalate.	_____
3–7	Review sales, costs and cash; distinguish facts from estimates.	_____
7–11	Guest feedback, service failures, allergens and food-safety issues.	_____
11–15	Training readiness, staffing and upcoming roster needs.	_____
15–18	Stock, equipment, suppliers, seasonal demand and upcoming UAE events.	_____
18–20	Confirm priorities, deadlines and next check-in.	_____

Weekly scorecard — use a consistent basis

Measure	Actual	Target	Action
Net sales, excluding VAT (AED)	_____	_____	_____
Food & beverage cost / net sales (%)	_____	_____	_____
Total employment cost / net sales (%)	_____	_____	_____
Closing available cash (AED)	_____	_____	_____
Guest complaints / resolved (count)	_____	_____	_____
Assigned training / completed (count)	_____	_____	_____

Use the same reporting period for sales and costs. Cash is a balance, not profit. Set outlet-specific targets; these fields do not prescribe industry benchmarks.

Five-minute pre-shift option

1. Today's service focus and reservations.
2. Allergens, specials and unavailable items.
3. Team positions and breaks.
4. One practical training reminder.
5. Questions and handover.

03 / Decisions & action register

Action / measurable result	Owner	Due date	Status
_____	_____	_____	☐ Open
_____			☐ Done
_____	_____	_____	☐ Open
_____			☐ Done
_____	_____	_____	☐ Open
_____			☐ Done
_____	_____	_____	☐ Open
_____			☐ Done
_____	_____	_____	☐ Open
_____			☐ Done
_____	_____	_____	☐ Open
_____			☐ Done

Decisions that change policy or spending

Decision: _____

Approved by: _____ Effective date: _____

Communicate to: _____ By: _____

Questions parked for follow-up

Question / responsible person: _____

Answer due: _____

Attendance & acknowledgement

Attendees / roles: _____

Absentees to brief / owner: _____

Close the loop

Next meeting (date / GST time): _____

Minutes issued by / date: _____

Store in: _____

Keep personal HR cases, medical information, guest contact details and passwords out of shared minutes. Record only operational actions and move confidential matters to the approved private channel.