PRACTICAL HOSPITALITY, READY FOR YOUR TEAM

The restaurant team toolkit.

Six fillable worksheets for your next service, guest invitation or setup meeting. Type into the fields, save your copy or print the pages you need.

01 Your next service briefing

02 Your return-visit campaign brief

03 Your feedback handover

04 Your collection readiness review

05 Your guest-note standard

06 Your booking switch plan

07 Worked example: a seasonal Thursday invitation

Adapt every worksheet to your restaurant and current procedures. The campaign example is a writing template; it is not a customer result.

Your next service briefing

Use this page with your team. Complete the fields, check the actions and agree the next review.

Restaurant

Service / date

Action owner

Next review

- [ ] Confirm expected covers and the busiest arrival window.
- [ ] Review larger parties, guest requests and table pressure.
- [ ] Agree the owner of arrivals, walk-ins and the waiting list.
- [ ] Assign outstanding follow-up and the next review time.

Notes / next action

Your return-visit campaign brief

Use this page with your team. Complete the fields, check the actions and agree the next review.

Restaurant

Service / date

Action owner

Next review

- [ ] Write the reason to return in one sentence.
- [ ] Define the audience and check recorded permissions and exclusions.
- [ ] Choose one booking destination and check it on a phone.
- [ ] Name the reviewer and record the planned send time.
- [ ] Agree how delivery, attributed bookings and recorded visits will be reviewed.

Notes / next action

Your feedback handover

Use this page with your team. Complete the fields, check the actions and agree the next review.

Restaurant

Service / date

Action owner

Next review

- [ ] Keep the original concern and supported visit context together.
- [ ] Name the current case owner and record what has happened.
- [ ] Set one next action, responsible person and review time.
- [ ] Check any promise made to the guest before replying.
- [ ] Confirm that the next manager has acknowledged the handover.

Notes / next action

Your collection readiness review

Use this page with your team. Complete the fields, check the actions and agree the next review.

Restaurant

Service / date

Action owner

Next review

- [ ] Confirm the menu, prices and the process for checking allergens.
- [ ] Agree collection windows, preparation capacity and cut-off times.
- [ ] Name who accepts requests and who communicates changes.
- [ ] Rehearse a delay, an unavailable item and an interrupted request.
- [ ] Confirm collection instructions and the go-live owner.

Notes / next action

Your guest-note standard

Use this page with your team. Complete the fields, check the actions and agree the next review.

Restaurant

Service / date

Action owner

Next review

- [ ] Agree which practical details are useful for the next visit.
- [ ] Separate a guest request from a confirmed arrangement.
- [ ] Check access, relevance and the review process for existing notes.
- [ ] Name the person who will brief the team before service.

Notes / next action

Your booking switch plan

Use this page with your team. Complete the fields, check the actions and agree the next review.

Restaurant

Service / date

Action owner

Next review

- [ ] Name the launch owner and record the future-booking reconciliation point.
- [ ] Check opening hours, availability, table rules and public booking links.
- [ ] Confirm supported data imports and any gaps.
- [ ] Rehearse booking, amendment, cancellation and arrival with the team.
- [ ] Agree the first-service support contact and review date.

Notes / next action

A seasonal Thursday invitation

A writing example to adapt with your actual menu, dates and booking destination. No message is sent and no customer performance result is claimed.

SUBJECT

A new season at your table.

PREVIEW

Discover what is new on our Thursday menu.

MESSAGE

We have been preparing something new for the season. Join us on Thursday to try the latest menu and enjoy an evening with your favourite company. Check the available times and choose the table that suits you.

MAIN ACTION

Find a table - link to your direct booking page.

AUDIENCE AND REVIEW

Choose relevant previous guests with recorded permission. Check suppression, open recovery, actual menu availability and the booking destination. Name the reviewer and agree the send date.

AFTER SENDING

Review delivery, engagement and available booking attribution in the agreed window. Keep recorded completed visits separate from clicks and bookings.