



Operations action plan

Mango & Smoke / A fictional team handover scenario

The scenario: A fictional restaurant team relies on informal shift handovers. An owner wants clearer responsibility for unfinished tasks and guest follow-up. The causes below are hypotheses to validate with the team, not findings from a real client.

01 / UNDERSTAND THE FRICTION

Question to explore: What information gets lost between shifts?

Review: Walk through the current handover with the outgoing and incoming leads. Compare the process with a small set of recent examples.

Useful outcome: One agreed handover format with an owner for each open item.

02 / AGREE A FOCUSED ACTION PLAN

Action	Example owner	Completion check
Map the current handover and identify missing information.	Owner + shift leads	Team agrees what is essential.
Draft a one-page handover with priorities, owners and due times.	Assigned shift lead	The next shift can act on it.
Trial it across an agreed set of shifts and collect feedback.	Both shift leads	Record unclear or repeated items.
Refine the format and document how it will be used.	Owner	Team confirms responsibilities.

03 / REVIEW WHETHER THE PROCESS HELPS

At an agreed review point, discuss missed tasks, repeated questions and unresolved items. Compare with the starting observations. Keep the parts that help the team and simplify anything that creates avoidable administration.

Other documents this can support: role notes, an opening or closing checklist, an event run sheet, a weekly priorities list and a short team training guide.



Shift handover worksheet

Reusable template / Adapt with the people who will use it

Date / shift: _____ Prepared by: _____

Incoming lead: _____ Handover time: _____

01 / WHAT THE NEXT SHIFT NEEDS TO KNOW

Area	Relevant update / where to find the detail
Service priorities	_____
Bookings / events	_____
Stock / equipment	_____
Team / coverage	_____

02 / OPEN ACTIONS NEED AN OWNER

Action / priority	Owner	Due time	Status
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Guest follow-up or issues to escalate:

Reference the approved internal record; avoid unnecessary personal details.

Incoming lead: what needs clarification before taking over?

Use this alongside your business's approved procedures. The example focuses on communication and responsibilities; it does not replace the operating instructions your team already follows.