

PHOENIX3 COLLECTIVE | PRE-SHIFT HUDDLE

THE LINEUP

Pre-Service Huddle Template — Manager Edition

DATE / MEAL PERIOD:

LOCATION / COMMUNITY:

MANAGER RUNNING LINEUP:

EXPECTED COVERS:

CULTURE AMBASSADOR ON DUTY:

CROSS CHECK AUDIT FOCUS TODAY:

TOTAL HUDDLE TARGET: 15–25 MINUTES

15 min

SPARK

1 min

#SHINEON

2 min

SAFETY

3 min

THE DAY

2 min

CULINARY FOCUS

2 min

SERVICE TOPIC

1 min

SEND-OFF

Every shift deserves a great huddle. Prepare your notes before the team assembles. A 15-minute lineup done with intention transforms the service that follows.

1

STEP

THE SPARK

Culture Department Content — Core Value Recital + Illuminator Moment + #ShineOn

Led by the Culture Ambassador on duty. This section is provided weekly by the Phoenix3 Culture Department and should not be modified or skipped. Allow the Ambassador to own this space fully.

THIS WEEK'S SPARK THEME:

-
- Moment of Consciousness (1 min breathing)
 - Core Value Statement Recital — Entire Team
 - Illuminator Moment — Led by Culture Ambassador
 - #ShineOn Peer Recognition — Name someone out loud

**#SHINEON RECIPIENT
TODAY:**

→ Reminder: #ShineOn is peer-to-peer. The Manager should not be the only voice of recognition. Invite one team member to name another and say specifically why.

2
STEP**SAFETY MOMENT**

One specific safety or sanitation topic. Not a lecture — make it real.

Rotate topics daily using the CrossCheck Audit categories. Link the safety moment to something visible in the kitchen or dining room right now.

TODAY'S SAFETY TOPIC: _____

**SPECIFIC OBSERVATION OR
EXAMPLE:** _____

CROSSCHECK AUDIT FOCUS AREA:

- Receiving & Storage
- Sanitation & Cleanliness
- Allergen Protocols
- Labeling & Dating
- Equipment Safety
- Temperature Control
- Personal Hygiene & Uniform Standards
- IDDSI / Texture Modification Compliance
- Food Waste & Production Planning
- Emergency Procedures

→ Tip: Cross-reference with your most recent CrossCheck audit score. Use the huddle to reinforce one behavior — not review every line of the audit.

3

STEP

THE DAY AHEAD

Covers, Reservations, VIPs, Dietary Flags, Special Events, Staffing

This is the operational core of the huddle. Every team member should leave knowing exactly what today looks like and what is different from yesterday.

DINING ROOM COVERS / MEALS SERVED:

KEY MEAL PERIODS TODAY:

VIP RESIDENTS / GUESTS / FAMILY VISITS:

BIRTHDAYS / ANNIVERSARIES / SPECIAL OCCASIONS:

DIETARY ALERTS / NEW THERAPEUTIC DIET CHANGES:

86'd ITEMS / SUBSTITUTIONS / SUPPLY ISSUES:

STAFFING NOTES (callouts, coverage, role shifts):

EVENTS OR PROGRAMMING AFFECTING SERVICE FLOW:

→ Michelin Standard: Treat every service as if an inspector — or a prospective client — is at the table. Every team member should know every name on the dining room floor.

4

STEP

CULINARY FOCUS

Today's Menu Highlights, Scratch Feature, Ingredient Story, Taste Test

This is the chef's moment. Share what's on the menu today, what's new, and why it matters. If there is a featured dish, taste it as a team. Connect food to our culinary commitments.

TODAY'S FEATURE DISH / MENU HIGHLIGHT:

INGREDIENT STORY OR SOURCING NOTE:

TEXTURE MODIFIED ALTERNATIVE FOR TODAY'S FEATURE:

CULINARY COMMITMENT TIE-IN:

- Additive-Free / Clean Label
- Responsibly Sourced
- Scratch-Made
- Nutritionally Balanced
- Unapologetically Delicious
-

TALKING POINT FOR TEAM TO SHARE WITH RESIDENTS / GUESTS:

→ Disney Standard: Every team member should be able to tell the story of today's food. The person delivering the tray and the person serving at the table should both know why this meal matters.

5

STEP

SERVICE TOPIC OF THE DAY

Pulled from the Annual Service Calendar — One Topic. Practiced Out Loud.

Pulled from the Phoenix3 Annual Huddle Calendar. One topic per service day. Keep it focused — teach it, demonstrate it, or ask the team a question about it. This is the Ritz-Carlton principle in action: one standard, every day, without exception.

**TODAY'S SERVICE TOPIC
(from Annual Calendar):****KEY TEACHING POINT OR
SCENARIO:****DELIVERY METHOD TODAY:**

- Manager shares a brief teaching
- Quick question-and-answer round
- Play a short video or show a photo example
- Team member role-plays a scenario
- Share a 'Wow Story' from a recent shift
- Invite team to share their experience

**CONNECTION TO OUR
CULINARY PHILOSOPHY /
BRAND EXPERIENCE:**

→ Savannah Bananas Principle: Nothing is improvised. Every interaction is intentional. Know exactly what you want the team to walk away knowing — and make it memorable.

6

STEP

PRIDE OF OWNERSHIP

One Opportunity for Team to Improve Something — Constructive, Forward-Looking Only

One team member (rotates daily) shares something constructive they observed that we can improve — OR something that went well that we should repeat. This is not a complaint session. It is not feedback on other people. It is ownership.

**TEAM MEMBER SHARING
TODAY:**

**OBSERVATION OR
IMPROVEMENT
OPPORTUNITY:**

**MANAGER RESPONSE /
ACTION ITEM:**

7
STEP

THE SEND-OFF

Close with Energy. Give the Team a Reason to Go Out and Be Great.

End with something that sends the team into service with intention. This can be a quote, a challenge, a declaration, or a collective statement. The Savannah Bananas never start a show without energy in the locker room. Neither should we.

**TODAY'S CLOSING
THOUGHT / DECLARATION:**

The table is a place of belonging. Every meal we serve today is an act of care. Let's go make it extraordinary.

MANAGER SIGN-OFF:

SIGNATURE:

TIME LINEUP COMPLETED:

MANAGER PREP NOTES (Pre-Huddle Only — Not Shared with Team)

Use this space to plan your huddle before the team assembles. Prepare your Safety Moment, Culinary talking point, and Service Topic delivery ahead of time.

PERSONAL NOTES / PREP:

**ANYTHING FROM LAST
SHIFT TO ADDRESS:**

**CROSSCHECK FOLLOW-UP
ITEMS:**

THE FIVE STANDARDS OF EVERY HUDDLE

1. PREPARED — Know the content before the team arrives.
2. TIMELY — Start exactly on time. End within 15 minutes.
3. ENERGIZED — Your energy sets the tone for the entire shift.
4. INCLUSIVE — Hear from the team, not just at the team.
5. CONNECTED — Every element links back to our Culinary Philosophy.

