

**Client:** Luqman Petroleum (Demo)  
**Meeting Type:** Weekly Operations Sync  
**Date:** 15 Jan 2026  
**Time:** 10:00–10:35 EAT  
**Attendees:** Benson (VA), Operations Manager, Sales Lead  
**Platform:** Zoom

**Agenda**

- 1. Weekly priorities & bottlenecks
- 2. Customer inquiries + response time
- 3. Stock updates & delivery scheduling
- 4. Next week plan

**Key Updates**

- Customer inquiries increased due to new promo campaign.
- Some delivery confirmations are delayed due to missing customer phone confirmations.
- Sales team requested a daily summary report at 5pm.

**Decisions**

- Introduce standardized reply templates for common inquiries.
- Implement a daily delivery confirmation checklist.
- VA to share daily KPI summary by 5:00pm EAT (Mon–Fri).

**Action Items**

Task	Owner	Deadline
Create 8 email response templates (inquiries, pricing, delivery, complaints)	Benson	16 Jan
Set up delivery confirmation checklist (Sheet)	Benson	16 Jan
Draft daily KPI summary format (inbox volume, response time, open tickets)	Benson	15 Jan
Confirm delivery schedule with 5 priority customers	Sales Lead	17 Jan

**Notes / Follow-ups**

- Next meeting: 22 Jan 2026, 10:00am EAT
- Share meeting recap within 2 hours of each sync.