

Week 2 - Meeting: North Location

Below is the transcript of a phone conversation with the following people:

- Peta (Project Manager)
- Gilly (General Manager, North)

To open an accessible document with the conversation, you can reference [this doc](#).



Peta
Project Manager

Hi Gilly, It's Peta.

Hey! How are you doing?
What's new with the project?



Gilly
GM, North
location



Peta
Project Manager

It's going really well! But there's actually something I could use your help with since I know you've been the GM for a while, and the staff really respect you.

Thanks! Happy to help.



Gilly
GM, North
location



Peta
Project Manager

You may have already been thinking about this, but we need to make sure to get the waitstaff on board with the tablets before they start using them.

I have thought about that, yes. Especially after the disaster last year after the Waterfront location tried rolling out no tipping. I was already planning on having a meeting to update the staff. Want to be there?



Gilly
GM, North
location



Peta
Project Manager

Yes indeed. You think you'll be able to convince them?

I'm excited about the tablets, so hopefully I'll be able to convince everyone! If not, I know their concerns and fears, and can help mitigate them. I was a waitress once.



Gilly
GM, North
location



Peta
Project Manager

Seydou also mentioned that some of us would get trained, and then we could train the staff.

That sounds like a good plan. Be sure to coordinate with Alex about scheduling a training for the Downtown location.



Gilly
GM, North
location



Peta
Project Manager

Great! I'll be sure to do that.

Peta, I think we should also have a test run after we train the staff. Take a Sunday morning, invite friends and

