Meeting with team:

After presenting the basis for our plane, we met with the team to discuss the implementation and arrange the final definitions.

Some inclusions proposed where focused on documentation, like for example the inclusion of appraisal reports, like the one we discussed in this example:

Performance Appraisal Report (Waiter)

We notify that the review will be conducted every Tuesday by the end of the Lunch shift. The Restaurant Manager will be present to deliver a review on the performance of (Waiter).

The meeting will be conducted in the Employees lunch room, and both the manager and the employee will go through the performance evaluation form to review the completion of tasks and the attainment of goals, according to the KPI list and performance agreement.

The employee will be provided with feedback on his overall performance, followed by a review of each point in the KPI list. If If any of the tasks was evaluated as not satisfactory, further training can be provided formally by the Restaurant Manager (repeating the induction process or giving further insight on the task), or the Restaurant Manager can designate an experienced employer to show the (Waiter) again how the task should be performed according to agreement.

Grievances will be treated individually first with each of the members involved. Then, if needed, there will be a second meeting where all the people involved with participate. The meeting will be conducted by the Restaurant Manager, and the outcome and actions to be taken will be delivered.

The outcome of the meeting will be registered in the performance form as comments.

That was the most important collaborational adjustment.

Further on it was discussed if the definitions for each member of the staff responsibilities were clearly stipulated in the job offer and in the induction. This was a particularly interesting topic, since assigning new responsibilities will require the adherence of the staff. After reviewing the documents, we agreed that the new situation does not collide with what was required from staff in the first place, since the issues originated not in a lack of clarification but in a lack of monitoring the implementation.

The resulting consensus was that the plan is viable.