



QUALITY HOSPITALITY  
ADELAIDE CATERING

# Explaining the Operational Plan Strategies to Work Teams

To make sure that your Operational Plan is properly applied and implemented, you must clearly explain and negotiate its details and strategies to both the Morning and Evening Teams of **Quality Hospitality Adelaide**.

To complete this task, you need to set up two (2) separate role playing scenarios with two (2) distinct groups of volunteers. Each respective group must be composed of three (3) different people.

The members of Group 1 will play the roles of the following characters from **Quality Hospitality Adelaide's** Morning Team:

- Chantelle Post (2IC and Supervisor) – Supervises and manages the Morning Team
- Alex Hardy (Barista) – Specialises in coffee and drink making
- Nate Barns (Customer Service) – Provides high calibre customer service and liaison between the customers and the kitchen/barista. Serves food and drink to customers.

The members of Group 2 will play the roles of the following characters from **Quality Hospitality Adelaide's** Evening Team:

- Dane Brookes (Events co-ordinator and Restaurant Manager) – Runs all events and manages the Evening Team
- Sadie Myers (Bartender) – Supervises bar and is a cocktail expert
- Sydney Williams (Service and Customer Service) – Provides high calibre customer service and liaises between the customers and the kitchen/bartender. Serves food and drink to customers.

Use the Explaining Operational Plan to Work Teams Character Brief document to assist you and your volunteers in completing the role play activities for this task. Make sure to document each of your simulated consultations with your groups of volunteers in video recording.

Submit the video recordings to your assessor in lieu of the Meeting Minutes from the Workplace Pathway Assessment.