



QUALITY HOSPITALITY
ADELAIDE CATERING

End of Financial Year Concerns

Quality Hospitality is a new and rising catering company that specialises in catering, running events and restaurant style breakfast, lunch and dinner.

You are the Manager of **Quality Hospitality Adelaide**. You currently manage two (2) teams of Casual Workers which consists of the Morning Team and the Evening Team.

The Morning Team consists of:

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 liaises between the customers and the kitchen/barista. Serves food and drink to customers.

The Evening Team consists of:

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.

It is nearing the end of the financial year and you need to make the Operational Plan that will be implemented by the Adelaide company for its next upcoming year of operations.