

THE FIVE STAR FORMULA



CULTURE

TAKE ACTION : PRINT OUR THIS WORKBOOK &
TAKE THE TIME TO FILL OUT ANSWERS.
KEEP THIS SOMEWHERE SAFE.
IT'S IMPORTANT TO KNOW WHERE YOU STARTED!

HOW MANY EMPLOYEES DO YOU HAVE? (A)

HOW MANY ARE FULLY TRAINED / QUALIFIED IN THEIR DEPARTMENT? (B)

WHAT PERCENTAGE IS THAT? $(B \div A) \times 100 = \%$

WHICH TEAM MEMBERS CAN BE DEVELOPED IN THESE AREAS?

FOOD PHOTOGRAPHY :

SOCIAL MEDIA :

EVENT MANAGEMENT :

TILL SYSTEMS :

CUSTOMER RELATIONS :

DIGITAL RELATIONS :

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CULTURE

WHAT ATTRACTS THE TOP TALENT TO WORK WITH YOU? WHAT DOESN'T?

HALL OF FAME

HALL OF SHAME

WHAT COULD YOU ACTION TODAY TO MOVE AN ITEM FROM YOUR HALL OF SHAME TO YOUR HALL OF FAME?

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CULTURE

WHICH OF THE FOLLOWING DO YOU THINK YOUR BUSINESS NEEDS TODAY TO MOVE FORWARD?

- INVESTMENT
- RECRUITMENT
- TRAINING
- BRANDING
- MARKETING
- SYSTEMS

M E T R I C S F O R G R O W T H

	ACTUAL	GOAL
NO. OF QUALIFIED TEAM MEMBERS:	<input type="text"/>	<input type="text"/>
NO. OF WOW CHEQUES AWARDED:	<input type="text"/>	<input type="text"/>
NO. OF RECORDS BROKEN BY TEAM:	<input type="text"/>	<input type="text"/>
NUMBER OF 1 TO 1'S	<input type="text"/>	<input type="text"/>

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