



# Manager Scripts & Coaching

## Purpose

Give managers clear, usable language they can use in the moment during pre-shift, live service, and recovery conversations.

## What This Section Does

Reduces friction for managers by giving them simple, natural lines that reinforce the weekly bets and coaching moments.

These scripts help maintain consistency across shifts.

## Section 1: Pre-Shift Scripts

Short lines managers use to set expectations and anchor the weekly bets.

Examples:

- “Today we are focusing on pacing and clean handoffs. Here’s what that looks like.”
- “Your regained time today goes toward natural offers and supporting expo flow.”

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Pre-shift, on-the-line, recovery

## Section 2: On-the-Line Coaching

Live-service coaching lines that correct behavior without pressure.

Examples:

- "Let's reset this handoff so expo stays clean."
- "Watch the table timing. They are ready for a natural add-on."

## Section 3: Recovery Scripts

Simple lines for service recovery.

Examples:

- "Thank you for your patience. We want to reset this so your meal finishes strong."
- "I appreciate the feedback. I am taking care of this for you now."

## Section 4: Weekly Bet Reinforcement

Lines managers use during the daily huddle or during mid-shift corrections.

Examples:

- "We are watching attach on drinks today. Use your regained time to engage early."
- "Portion control is our bet this week. Slow is smooth. Smooth is fast."

