

## **Within the Department**

### **1. Aging Staff and Inconsistent Results**

- **What if** half your senior staff calls in sick during a critical week? How would the team handle the workload and maintain quality?
- **What if** you need to transfer some responsibilities to newer team members? How do you ensure they're ready to step up?

### **2. Equipment Failures During Critical Operations**

- **What if** the oven breaks down an hour before peak service? What's the backup plan to ensure orders are fulfilled?
- **What if** the refrigerator fails and perishable items are at risk? How do you mitigate spoilage while awaiting repairs?

### **3. Overwhelming Opinions During Discussions**

- **What if** your team gets stuck in endless debates during a critical decision-making moment? How do you move forward quickly and decisively?
- **What if** two staff members have opposing solutions to a problem? How do you determine the best approach without causing resentment?

### **4. Staff Struggling with Technical Tasks**

- **What if** a key task (e.g., using the HR system or e-learning platform) can't be completed because staff

lack technical skills? What's your immediate response to avoid delays?

- **What if** new technology is introduced, and only a few staff members know how to use it? How do you train the rest quickly and effectively?

## **5. Lack of Consistency in Work Performance**

- **What if** one team member's inconsistent performance disrupts the workflow? How do you address it while maintaining morale?
- **What if** the team's output starts slipping across the board? What steps can you take to identify and fix the root causes?

## **With Other Departments/Properties**

### **1. Lack of Manpower and Negative Attitudes Toward Work**

- **What if** a neighboring department requests your help because they're understaffed during a major project? How do you balance supporting them without overwhelming your team?
- **What if** inter-department collaboration breaks down due to frustration and negative attitudes? How do you rebuild trust and cooperation?

### **2. Unrealistic Expectations or Lack of Understanding**

- **What if** another department demands a project completed in half the usual time? How do you communicate the limitations while still offering a solution?
- **What if** miscommunication about kitchen operations leads to a major service delay? How do you clarify processes to prevent it from happening again?

### **3. Poor Communication and Ineffective Information Dissemination**

- **What if** critical information doesn't reach your team in time for an important task? How do you handle the immediate fallout and prevent future missteps?
- **What if** multiple departments need the same update, but the communication system is inefficient? How do you streamline the process?

### **4. Extra Errands from Limited Manpower**

- **What if** another department frequently relies on your team for errands that disrupt your workflow? How do you address this without damaging relationships?
- **What if** there's an urgent inter-department task that needs handling, but your team is already stretched thin? How do you prioritize?

## **With Guests/Suppliers/Third Parties**

### **1. Unorganized and Time-Consuming Transactions**

- **What if** a supplier delivers an incomplete order during peak preparation time? How do you manage the immediate needs without delaying service?
- **What if** transactional processes take twice as long due to poor organization? How do you streamline the process in real-time?

## **2. Unreasonable Guest Demands**

- **What if** a guest demands a highly specific off-menu item during peak hours? How do you meet their expectations without compromising service for other guests?
- **What if** a guest's request disrupts your workflow significantly? How do you manage their experience while minimizing impact on the team?

## **3. Supplier Inefficiency in Meeting Delivery Timelines**

- **What if** your primary supplier fails to deliver key items on time? What's the backup plan to keep operations running smoothly?
- **What if** you're forced to work with an unfamiliar supplier due to repeated delays? How do you ensure the quality and reliability of their service?

## **4. Overpromising Leading to Unmet Expectations**

- **What if** a supplier guarantees a delivery they can't fulfill, leaving your team short on supplies? How do you communicate this to customers and adjust accordingly?

- **What if** a team member makes a promise to a guest that the team cannot realistically deliver? How do you manage the situation while maintaining trust?

## **Purpose of These Scenarios**

These "What If" exercises aren't just about solving problems—they're about **building adaptability, teamwork, and resilience**. When your team tackles these challenges in a controlled environment, they'll be better prepared to handle them in real life.

Would you like suggestions for facilitating these scenarios during a workshop?