



# ROCKS (QUARTERLY GOALS)

## WHAT ARE WE FOCUSING ON?

1. **ALARM (Staff Support System)** - Currently focusing on improving the staff website, implementing new company values towards a more performance-orientated culture and sorting out a new team structure for when we reopen in 2021.
2. **SMILE (Sales and Marketing System)** - Prioritising in company growth through sales and strengthening our marketing through more videos and unique ways of marketing. Using Wellbeing Lancashire to grow our corporate presence and reputation for corporate events.
3. **SITE (Premises Plan)** - Prioritising health and safety, continuously improving the buildings, gardens and facilities and getting ready for reopening.
4. **SHAPE (Wedding Planning System)** - Implementing a new online system called Hostology which helps couples plan their wedding and improving the secret website which we have for couples who have booked with us.
5. **FAST (Operations Delivery System)** - Revamping menus, installing new kitchen equipment to improve the kitchen delivery, implementing a new app for health and safety.
6. **COGS (Finance Formula)** - Implementing new systems to control budgets around food and drink costs and wastage for when we reopen.



If all goals are reached by  
30 June 2021 tick the box!

