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hospitality group

90 Day Lean Sprint ™

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The Lean 90-Day Sprint™ is a focused, practical approach that helps hospitality owners and leaders quickly establish operational clarity, strengthen accountability, and implement foundational systems that drive consistent performance and profitability.

Lean is not about cutting service or people—it's about designing smarter systems that eliminate waste, improve flow, and align labor and resources with real guest demand while preserving the human element of hospitality. The 90-day sprint creates urgency and focus, allowing teams to make meaningful improvements without disruption or overwhelm.

When applied effectively, the Lean 90-Day Sprint™ protects margins, supports teams, enhances the guest experience, and builds a strong foundation for sustainable growth and scale.

Phase 1

Foundation & Leadership Alignment

Theme: Clarify Vision, Roles, and Accountability

Purpose:

Key Coaching Topics:

- Leadership Alignment Session: vision, values, and performance priorities
- Team Structure Review: gaps, redundancies, and role confusion
- Employee GPS™ Implementation: role maps, expectations, and growth conversations
- Emotional Intelligence in Leadership: communication, recognition, behavior management
- Team Culture and Service Standards Development

Deliverables:

- Team Map with updated roles, reporting lines, and performance goals
- Employee GPS™ Toolkit distributed and discussed
- Initial Behavioral Service Framework drafted
- Clarity Scorecard (baseline assessment)

Milestones:

- Roles and responsibilities confirmed
- Leadership aligned on direction
- Accountability loop introduced

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Phase 2

Operational Systemization

(Weeks 4–6)

Theme: Build & Deploy Repeatable Systems

Purpose: Begin documenting and implementing systems that reduce variability and protect the guest experience.

Key Coaching Topics:

- SOP Prioritization: focus on high-impact processes (e.g., service flow, shift change, recovery)
- SOP Development: using P4 templates to create brand-specific procedures
- Service Blueprint™ Mapping: visual guide of the guest journey and internal handoffs
- SOP Rollout Plan: assign ownership and begin team implementation

Deliverables:

- 3–5 Branded SOPs written and customized

- Service Blueprint™ completed

- SOP Training Calendar initiated

- Manager or Lead assigned SOP oversight

Milestones:

- SOPs are in use by the team

- Managers are coaching to the process

- Consistency improvements visible in service

Phase 3

Strategic Execution & Team Rhythm

(Weeks 7–9)

Theme: Move from Reactive to Proactive Leadership

Purpose: Install a leadership cadence, define KPIs, and establish a system for weekly execution and performance review.

Key Coaching Topics:

- Weekly Rhythm Setup: standups, weekly reviews, issue solving
- KPI Definition by Role/Department: team scorecards and visibility
- Strategic Planning Sprint: future-focused planning process for continued execution
- Meeting Structure and Documentation: team meeting templates and leadership agendas

Deliverables:

- P4 Execution Map with weekly meeting cadence
- KPI Dashboard Template customized for the business
- Department/Role-based scorecards drafted
- 90-Day Leadership Planning Framework started

Milestones:

- Leadership is executing a consistent meeting rhythm
- Teams understand and are measured by clear KPIs
- Owners or GMs are leading with structure

Phase 4

Profit Focus & Scaling Readiness

(Weeks 10–12)

Theme: Strengthen Margins & Prepare for Growth

Purpose: Identify areas of profit leakage, implement guest feedback systems, and develop growth-focused action plans.

Key Coaching Topics:

- Profit Leak Audit: review of labor efficiency, waste, and cost issues
- Guest Feedback System: building a consistent way to measure service outcomes
- Revenue Growth Strategy: upsells, add-ons, experience tiers
- Building a 90-Day Forward Plan: define what's next and how to sustain progress

Deliverables:

- Profitability Scorecard

- Guest Feedback SOP

- Revenue Strategy Worksheet (menu, service, or offer enhancements)

- Final 90-Day Forward Plan with accountability structure

Milestones:

- Profit opportunities identified and acted on

- Feedback system in place and reviewed regularly

- Client prepared for continued implementation or transition into next-level coaching

Weekly Coaching Format
(applies throughout all phases)

- **Duration:** 60–75 minutes via Zoom
- **Focus:** Strategy, implementation review, tool usage, next step assignments
- **Between-Session Support:** Email for Q&A, feedback, and accountability
- **Portal Access:** Tools, templates, recordings, and resources all hosted for client reference

Client Success Review
(End of Phase 4)

Conduct a wrap-up session to:

- Review Clarity Scorecard (pre vs. post)
- Assess SOP usage, leadership rhythm, and KPI traction
- Validate client readiness for transition to next program or quarterly check-ins
- Celebrate wins and document testimonial or case study