

GP HOSPITALITY PARTNERS

# MISSION HUDDLE SCRIPT

The Ride or Die Leadership Circle · Tools &amp; Resources

## WHAT IS IT

The Mission Huddle is a structured 3-5 minute opening ritual for your team — run at the start of every shift, every location, every day. It reinforces your culture, sets the tone, and replaces the forgettable pre-shift briefing with something your team actually looks forward to.

This is not a staff meeting. It is not a training session. It is a 3-minute ritual that reminds your team who you are before a single guest walks in.

## WHY IT WORKS

Most pre-shift briefings are informational — here are the specials, here are the reservations, don't mess up. They're forgettable because they're transactional.

The Mission Huddle is different. It connects your team to identity before they connect to tasks. When people know who they are and why it matters, they make better decisions without being told what to do. That's the whole point.

## TIMING OVERVIEW

0:00 - 0:30	The Rally — energy, presence, intention
0:30 - 1:30	The Mission Moment — one story or win
1:30 - 2:30	The Spotlight — recognize one team member
2:30 - 3:30	The Challenge — one specific focus for this shift
3:30 - 4:00	The Close — send them in strong

## THE FULL SCRIPT

Run this in order. Every shift. Every location. Adapt the words — never the structure.

### STEP 1 — THE RALLY (0:00 - 0:30)

Gather the team. Get their attention. Set the energy level you want them to carry into the shift. Your energy is contagious — show up like it matters because it does.

1

**"Alright — let's go. Eyes up, phones away. We've got [X] minutes before doors open and I want everyone locked in."**

### STEP 2 — THE MISSION MOMENT (0:30 - 1:30)

Share one story, one win, or one reminder of why what you do matters. This is where you connect the work to the mission. Keep it short, keep it real.

**2** "Before we get into tonight — I want to share something. [Share a guest compliment, a team win, or a story that connects to your values. One minute max.]"

**GREG'S NOTE**

*This is the most important part of the huddle. Don't skip it or rush it. The story doesn't have to be dramatic — it has to be real. A guest who came back because someone remembered their name. A manager who handled a situation without calling you. A team member who went out of their way. That's your mission in action.*

**STEP 3 — THE SPOTLIGHT (1:30 - 2:30)**

Recognize one team member by name for something specific they did since the last shift. Not generic praise — specific behavior that reflects your values.

**3** "I want to spotlight [Name] — [specific thing they did and why it matters]. That's exactly who we are. Thank you."

**GREG'S NOTE**

*The Spotlight works because it's specific and public. 'Great job everyone' means nothing. '[Name] stayed fifteen minutes late to make sure the closing side work was done right so the morning team didn't have to deal with it — that's Ride or Die' means everything. Be specific every single time.*

**STEP 4 — THE CHALLENGE (2:30 - 3:30)**

Give the team one specific thing to focus on during this shift. Not a list — one thing. It should be measurable or observable so they know if they hit it.

**4** "Tonight's challenge: [one specific, observable focus for this shift]. At the end of the shift I'm going to ask you how we did. Let's make it easy to answer."

Challenge examples by focus area:

<b>Guest Experience</b>	"Use every guest's name at least once tonight."
<b>Teamwork</b>	"Help one person on your team before they have to ask."
<b>Standards</b>	"Every table gets checked back within two minutes of food drop."
<b>Leadership</b>	"Managers — make one decision tonight without checking with me first."

**STEP 5 — THE CLOSE (3:30 - 4:00)**

Send them in strong. This is your last moment to anchor the energy. Short, sharp, together.

5

"That's it. You know who we are, you know what we're after tonight. Let's go take care of our people. [Hands in / team chant / whatever your version is — make it yours.]"

**WHO RUNS THE HUDDLE**

The huddle should be run by a different person each shift — not always you, not always the same manager. Rotating the huddle leader is one of the fastest ways to develop leadership in your team.

Start by running it yourself to model the standard. After 2-3 weeks, start rotating. Give the team member a heads up the day before: "You're running the huddle tomorrow. Pick someone to spotlight and come with a challenge." That's it. Watch what happens.

**WRITTEN REFLECTION PROMPTS (OPTIONAL ADD-ON)**

For Leadership Circle sessions or office hours — use these as discussion prompts or journaling exercises for your team leads:

1

**What story could you share in tomorrow's huddle?**

*Think about the last two weeks — what happened that reflects who you are?*

2

**Who deserves a spotlight this week?**

*What specifically did they do? Write it out before the huddle so you don't generalize.*

3

**What's the one thing your team needs to focus on right now?**

*Not a list. One thing. What would change if they nailed it for one full week?*

4

**Who should run the huddle next week?**

*Who's ready? Who would surprise you? Who needs the practice?*

**COMMON MISTAKES**

MISTAKE	FIX
Turning it into a briefing	Put specials and logistics in a separate communication. The huddle is culture, not information.
Generic spotlight — "Great job everyone"	Always name one person and one specific thing. If you can't think of one, look harder.
Skipping it when you're busy	The busy shift is exactly when you need it most. Three minutes is always available.
Always running it yourself	Rotate after the first few weeks. You're building leaders, not performing.

QUICK REFERENCE CARD

Cut this out or write it on a card. Give it to every shift lead.

THE MISSION HUDDLE — 3 TO 5 MINUTES

- 01 THE RALLY — Gather, attention, energy
- 02 THE MISSION MOMENT — One story that connects work to mission
- 03 THE SPOTLIGHT — One person, one specific thing
- 04 THE CHALLENGE — One focus for this shift
- 05 THE CLOSE — Send them in strong

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