



## The Operational Scorecard: 10 Questions That Reveal the True Health of Any Hospitality Business

Most hospitality owners measure success through revenue, guest reviews or staff mood.

But those are late indicators.

If you really want to know the health of your operation, there are 10 operational questions that reveal the truth immediately — no spreadsheets, no reports.

This is the Stronghold Operational Scorecard.

Answer honestly:

**1. Do your shifts start with a structured briefing?**

If not, your team works from assumptions — not alignment.

**2. Is there a clear shift owner every day?**

If leadership rotates randomly, confusion rotates with it.



**3. Do you have a consistent handover system?**  
If information disappears, mistakes multiply.

**4. Are your workflows visible — not just “in people’s heads”?**  
If the system isn’t visible, it isn’t repeatable.

**5. Do team members know exactly what they own?**  
Unclear roles create internal conflict, stress and burnout.

**6. Do you track the 5 core KPIs weekly?**  
No KPIs = no control. Control = stability.

**7. Are waste and portioning monitored daily?**  
Cost leaks start small — and become disasters when unnoticed.

**8. Do supervisors know how to lead, not just “work harder”?**  
Most teams fail because the middle layer is unsupported.



## 9. Are issues resolved within a consistent framework?

If every problem is handled differently, the culture becomes unpredictable.

## 10. Can the business run without you for 48 hours?

If not, your structure is incomplete — and your operation is at risk.

## YOUR SCORE

### 0–5 “yes”:

Your business is running on effort, not systems. High stress ➔ low stability.

### 6–8 “yes”:

You have structure, but it’s inconsistent. You’re in the danger zone.

### 9–10 “yes”:

You’re stable — or you’ve had professional support before.



## THE STRONGHOLD VIEW

Operations don't need motivation.

They need clarity, structure and consistent standards.

This scorecard is the first step in identifying what's missing.

If you want a deeper breakdown of your score — I'm here.