

Josie's



LEADERSHIP TRANSITION
SYSTEMS IMPLEMENTATION
CONCEPT EVOLUTION
Hampshire 2024 - 2025



LEADERSHIP TRANSITION

Insight Hospitality was approached by the owners of this family business of 6 day cafes in Hampshire. The brief was to implement systems and structure to allow the transition of management to their son, and mentoring the next generation so the business can continue being successful in the decade to come.

We started mentoring the senior management, guiding them in their role definition and how to approach a more business minded operations. We implemented flash procedures, eexecutive meetings with reports to shareholders, new organisation chart and review of all units performances.

SYSTEMS IMPLEMENTATION

In order to allow a better remote management of this 6 cafes, we introduced a standardised systems of POS, cost control, planning. We set up daily and weekly checklist for the managers. We are implementing weekly reporting processes in order to allow managers to become the leaders of their venues and being able to take ownership.

CONCEPT EVOLUTION

The next venue has been identified and working with the onwers, we are redefining the Josie's 2.0, analysing the DNA of the business and how we can make the brand evolve in the decode to come.

We appointed Dan Monk for the design of this new venue and taking the opportunity to set the brand standards into a operating manual.





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