**RESTAURANT CRISIS MANAGEMENT PLAN**

CRISIS MANAGEMENT PLAN

RESTAURANT NAME

Street Address

City, State and Zip

webaddress.com

Version 0.0.0

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| VERSION HISTORY |
| --- |
| VERSION | APPROVED BY | REVISION DATE | DESCRIPTION OF CHANGE | AUTHOR |
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| **PREPARED BY** |  | **TITLE** |  | **DATE** |  |
| **APPROVED BY** |  | **TITLE** |  | **DATE** |  |

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# CRISIS MANAGEMENT TEAM

|  |  |  |  |
| --- | --- | --- | --- |
| **NAME** | **POSITION** | **PHONE NUMBER** | **TASKS / ACTIONS TO TAKE** |
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# STAFF CONTACT LIST

|  |  |  |  |
| --- | --- | --- | --- |
| **NAME** | **POSITION** | **PHONE NUMBER** | **EMAIL** |
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# CUSTOMER COMMUNICATION PLAN

|  |  |  |
| --- | --- | --- |
| **METHOD** | **WHEN TO UTILIZE** | **HOW TO UTILIZE** |
| TELEPHONE |  |  |
| EMAIL |  |  |
| SOCIAL MEDIA |  |  |
| NEWSLETTER |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# media COMMUNICATION PLAN

|  |  |  |
| --- | --- | --- |
| **METHOD** | **WHEN TO UTILIZE** | **HOW TO UTILIZE** |
| PUBLIC RELATIONS ANNOUNCEMENT |  |  |
| EMAIL |  |  |
| NEWSLETTER |  |  |
| DIRECT CALL |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# COMMUNICATION PLAN TIMELINE

|  |  |  |
| --- | --- | --- |
| **COMMUNICATION CHANNEL** | **COMMUNICATION AUDIENCE** | **COMMUNICATION CADENCE** |
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# RECOVERY PLAN

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| --- | --- | --- | --- | --- | --- |
| **RECOVERY STRATEGY** | **RECOVERY CATEGORY** | **IMPACT ON BUSINESS** | **PRIMARY GOALS OF RECOVERY** | **ACTIONS / TASKS** | **PERSON RESPONSIBLE** |
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