

Venue Culture Scorecard

Instructions

Conduct quarterly via anonymous staff survey. Any dimension scoring below 3 out of 5 becomes the priority intervention for the following quarter. Culture, measured this way, is a key performance indicator.

Survey Details

Field	Value
Date of survey	
Number of respondents	
Total staff eligible	
Response rate	

Scoring Table

#	Dimension	Description	Score (1–5)
01	Psychological safety	Staff feel comfortable raising problems, admitting mistakes, and challenging decisions without fear of punishment or ridicule.	
02	Recognition frequency	Good work is acknowledged regularly – not just during formal reviews but in daily interactions and pre-shift briefings.	
03	Schedule fairness	Rotas are published with adequate advance notice (target: four weeks). Weekends, holidays, and close-open sequences are distributed equitably.	
04	Career visibility	Every team member can see a clear progression path from their current role to the next one. Development is discussed, not assumed.	
05	Management accessibility	Managers are present, approachable, and responsive. Issues raised by staff receive a visible response within a reasonable timeframe.	
06	Physical working conditions	The kitchen, bar, and service areas are safe, adequately equipped, properly ventilated, and maintained to a standard the team can take pride in.	

Scoring

Average Score: _ / 5

Interpretation

- **Any dimension below 3:** This is the single highest-priority operational intervention for the next quarter.
- **All dimensions above 4:** Strong culture. Monitor quarterly to prevent regression.

Priority Intervention

Which dimension scored lowest? What specific action will be taken this quarter?

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