Internal communication plan

What you communicate, who to, on which channel, when, who owns it and how you'll know it landed. The examples are a suggestion: cross out what doesn't fit.

SITE	PLAN OWNER	APPLIES FROM	NEXT REVIEW

How to use the template

1. Write the plan with your shift leads, not alone in the office.
2. Cross out what doesn't fit and add what's missing.
3. Give every line one channel and one owner.
4. Test each line against whoever works the fewest shifts.
5. Put the plan where everyone can see it, and show it to every new starter on day one.
6. Review the plan when something changes, and at least before each peak season.

WHAT	WHO TO	CHANNEL AND WHEN	OWNER	HOW YOU'LL KNOW IT LANDED
New or changed routine	Everyone affected, including casual staff	In writing the same day, two minutes at the next handover	Site manager	Everyone's confirmed within a week, you talk to the rest
Allergens and menu changes	Kitchen and front of house	In writing before the first affected shift, covered at shift change	Head chef	Shift lead asks one person per shift
Shift handover	The next shift	A note when the shift ends, in person if shifts overlap	Whoever closes the shift	Next shift replies that they've read it
Rota changes	Those affected	In the rota system, the same day	Whoever writes the rota	The person confirms
This week's headlines	The whole site	One post on Mondays, three things at most	Site manager	Spot check at shift change
Staff meeting	The whole site	Invite a week ahead, notes the same day	Site manager	Yes or no replies, notes confirmed
Questions from the floor	Line manager	Your site's channel, answered by the next working day	Shift lead	The question has an answer or an owner
Urgent situation	Everyone on site and the line manager	Call. 999 first if anyone's life or health is at risk. In writing once it's calm	Whoever spots it, then the manager	Everyone on site knows what to do

When it's urgent

Call 999 first if anyone's life or health is at risk. Then follow this.

WHAT'S HAPPENED	WHO CALLS	WHO GETS CALLED	WHO TELLS THE REST

Our channels

CHANNEL	FOR	NOT FOR

What we've changed

DATE	WHAT WE CHANGED	WHO

The full guide: todolo.io/en/blog/internal-communication-plan-template · Want this in the app? Book a demo