Worked example - a fictional plan. Replace every detail with your own.

Work plan

Customer feedback project - Riverside Community Cafe

Plan for	Customer feedback project	**Prepared by**	Sam Taylor
Period	Nov 2026 - Jan 2027	**Review date**	08/01/2027

Objective: what are you aiming to achieve?
Collect and act on customer feedback so that we can improve the lunch menu before the spring.

Actions

Action	Owner	Start	Due	Resources needed
Design a short feedback card	Sam	16/11/2026	20/11/2026	Card stock, 1 hour
Print 200 cards	Jo	23/11/2026	27/11/2026	About £25.00
Put cards on tables; collect weekly	All	30/11/2026	18/12/2026	Staff time
Type up the replies	Alex	04/01/2027	08/01/2027	2 hours
Choose three menu changes	Sam	11/01/2027	15/01/2027	Team meeting

Risks, dependencies and notes
Needs the printer booked for the week of 23/11. Menu changes depend on supplier prices.