

Business Scenario: Expanding a Café into Catering

Scenario: Imagine you own a small café that is expanding into catering services. The business must decide whether new employees are needed, which roles and skills are essential, and whether recruitment should happen immediately or later.

Business Situation

Your café currently serves customers on-site and has a small team. You now plan to provide catering for meetings, events and local businesses. This will increase food preparation, customer enquiries, deliveries, event organisation and administration. Your current staff are already managing the café's normal workload.

Step 1 – What Does the Business Need?

What new tasks or pressures could the catering service create?

Step 2 – Decide Which Roles May Be Needed

Possible role	Why might the business need this role?	Recruit / Upskill existing staff / Not needed
Catering / Kitchen Assistant		
Delivery Driver		
Events / Catering Coordinator		
Administrator / Customer Support		
Other: _____		

Step 3 – Essential Skills

Role selected	Essential skills needed	Why are these skills important?

Step 4 – Recruit Now or Wait?

Choose one: ☐ Recruit immediately ☐ Wait before recruiting ☐ Upskill existing staff first

Justify your decision. Consider current workload, future growth, skills gaps and recruitment costs.

Final Recommendation

What is your group's overall workforce plan for the café?
