

English for Daily Operations Briefings

A training course for visitor operations managers

Final artifact: 4-minute daily operations briefing to the cross-functional operations team

Level: B1 Business Operational | **Format:** 8 sessions × 60 min, online | **Group:** 3–5 learners

Task family: Briefing — informing a team for action

The task

A visitor operations manager opens the operating day by giving a 4-minute briefing to the cross-functional ops team — security lead, F&B lead, retail lead, guest services lead, and maintenance lead. The brief tells the team what today is, what to do, what could go wrong, and what each team owes the others.

Audience: cross-functional operations team — security, food & beverage, retail, guest services, and maintenance leads. Each lead runs their own frontline shift after the brief.

Success: the team leaves the briefing knowing today's posture, priorities, risks, and handoffs without needing the manager to re-brief any individual lead 1:1. Cross-team coordination happens during the day without escalation back to the manager for routine matters.

Language outcomes

Visitor Operations Managers who complete this course will be able to:

- Open a brief with one-sentence posture and the day's standout factor, with no preamble
- Present yesterday's read-out in plain past tense, framed as wins and slips
- Name today's priorities concretely, each tied to a team and a time
- Pair every risk with a specific mitigation owned by a named team — without softening or overstating
- Switch register from operational detail (footfall, throughput, capacity) to executive framing (posture, contingency, decision) within the same brief
- Close with named handoffs and asks — each addressed to a team, with a time

Structure

Beat	Purpose	Time
Headline & posture	State the day's shape and your stance in one sentence	~25 sec
Yesterday's read-out	What we saw, where we held up, where we slipped	~50 sec
Today's priorities	Top 2–3 focus areas, each tied to a team and a time	~60 sec
Risks & watch-points	Top 2–3 risks paired with mitigations and named owners	~75 sec
Handoffs & asks	Specific asks of each team — what, who, by when	~30 sec

8-session schedule

#	Session	Artifact
1	Orientation & Baseline	Unassisted 4-min recording + L1 score
2	Structure & core language	60-sec fragment: headline + one beat
3	Partial simulation	90-sec walkthrough of risks & watch-points beat
4	Full simulation — Round 1	Full 4-min recording + diagnostic notes
5	Repair & upgrade	Re-recorded segment on main breakdown
6	Pressure variation	2-min briefing under one new variable
7	Final simulation	Unassisted 4-min recording + L7 score
8	Evaluation & Capstone	L1/L7 reveal + capstone on real upcoming day + personal grade report

What each learner receives

- Personal portfolio of 8 recordings across the course
- Per-criterion scores at L1 and L7 (5 criteria, 0/1/2 each, /10 total)
- Individual grade band: Distinction / Pass with merit / Pass / Not yet passing
- Pass certificate on either performance ($L7 \geq 6/10$) or improvement ($L7 - L1 \geq 2$ points)

Portfolio

Save each recording to a shared folder. One folder per learner.

File naming: *Diriyah_[Asset]_[LearnerID]_OpsBriefing_L[#]_YYYY-MM-DD*

Three rules for the trainer

- 1. Follow the lesson order.** The sessions build on each other. Don't skip, don't swap.
- 2. Score the artifact at L1 and L7 using the full scorecard.** Other lessons need only a brief observation note. The L1 and L7 scores produce each learner's grade.
- 3. No language help and no language bank during L1 or L7.** These are the before-and-after measures. Hide all references. Observe and record only.