* 1. **Setting operational objectives**

**Setting operational objectives:Activity**

**Task 1: Definitions**

Write down eight objectives that you believe an operations department is likely to want to achieve.

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| Operations objectives |
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**Task 2: Added value**

Define ‘added value’.

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Describe three ways that a restaurant specialising in seafood could increase its added value.

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2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Task 3: Influences on financial objectives − mind map**

Produce a mind map identifying all of the **internal** and **external** influences when setting operational objectives.