0021 Why Im Still Here

The Fundamental Preface · https://kb.jeffreysummers.com/docs/0021-why-im-still-here/

I was eighteen years old and I'd just finished my first job at a restaurant. Not cooking. Not serving. Day porter. I washed windows. Mowed the grass. Put the grill parts back together after the kitchen crew pulled them apart. Cleaned grease traps by hand.

Then one day they needed a body in the kitchen and I said sure.

My first rush in a real kitchen.

Everything before that had been moving at one speed — slow, predictable, the same Monday as the Monday before it. Then I walked into a kitchen mid-service and the world went sideways in the best possible way. Fast. Fast thinking. Fast hands. Fast decisions. The pace of it hit me like nothing I had ever experienced.

I was addicted to the speed. I didn't know it then. I know it now.

I never left.

Forty-four years later — every market, every concept type, every size of operation — the thing that first hooked me is still the thing I come back to. Not the adrenaline of the rush. What the rush revealed: that when the pressure is on and the pace is real, the quality of what the operator has built is the only thing standing between a great night and a disaster.

The speed doesn't lie. The rush tells you everything about what's working and what isn't. After forty-four years, I've learned to read it — and The Operator's Playbook is what I've learned.

I wrote this for you. Because I know how loud the noise is out there. I know what it costs to keep showing up when the margins are tight and the cast is thin and the Guests keep coming anyway. If you choose to fight forward — there's help.