017 The Floor Is Not the Destination

Perspective Fieldbook · https://kb.jeffreysummers.com/docs/017-the-floor-is-not-the-destination-2/

The Demand

Look at one system you run tomorrow — a checklist, a POS report, a scheduling tool — and ask whether you are using it to set the floor or to build the ceiling. The system will run the same on Road 1 or Road 2; the difference is whether you stop at what it enforces or use it to free up time for the relationship work only you can do. Pick one shift interaction the system can't do for you, and do it yourself tomorrow.

The Work

Name three systems you run every shift and how each is currently used:
Pre-shift
Road 1 use (enforce/distribute):
Road 2 use (develop/build relationship):
Training program
Road 1 use (enforce/distribute):
Road 2 use (develop/build relationship):
Reservation / Guest data system
Road 1 use (enforce/distribute):
Road 2 use (develop/build relationship):
The system you rely on most that is currently stuck on Road 1:
What running it on Road 2 would actually look like tomorrow:
The one shift interaction the system cannot do for you — the relationship work that is yours alone:
What you will do yourself, tomorrow, that the system can't: