# 019 The Guest Who Stopped Calculating

Perspective Fieldbook · https://kb.jeffreysummers.com/docs/019-the-guest-who-stopped-calculating-2/

## The Demand

Pick one Guest tomorrow who has stopped calculating — the one who books without checking the menu, who doesn't ask the price first. Before the shift, name specifically what earned that trust. Then watch tonight's execution against it: does the service, the timing, the small recognition maintain what was earned, or quietly erode it? Earned Trust is not a status. It's a balance you either add to or spend down every single shift.

## The Work

Name one Guest tomorrow who has stopped calculating — who books without checking the menu, who doesn't ask the price first:
The Guest:
Specifically what earned that trust, visit over visit:
Tonight's execution against it — did service, timing, or recognition maintain it or quietly erode it?
The specific moment tonight where you added to the balance or spent it down:
What you will do differently tomorrow to protect Earned Trust rather than assume it: