025 The Snapshot Is Not the Truth

Perspective Fieldbook · https://kb.jeffreysummers.com/docs/025-the-snapshot-is-not-the-truth-2/

The Demand

Before you trust your own read of the operation tomorrow, collect at least one perspective beyond your own — ask a Guest directly, ask a cast member what they're seeing, check what the market is actually doing. Your mental model of the building goes stale the moment you stop updating it. Build one feedback touchpoint into tomorrow's shift — pre-shift, during, or post — and use what you hear.

The Work

Name the mental model you are currently running about your business:
What I believe about my Guest:
When I last actively tested this belief:
What I believe about my cast's performance:
When I last actively tested this belief:
What I believe about the market I compete in:
When I last actively tested this belief:
The belief most likely running on an old snapshot rather than current reality:
One feedback touchpoint you will build into tomorrow's shift — pre-shift, during, or post — to update it: