045 Guest As Problem Discovery Engine

Perspective Fieldbook · https://kb.jeffreysummers.com/docs/045-guest-as-problem-discovery-engine-2/

The Demand

Reopen one Guest signal from the last thirty days that you processed as a complaint and closed. Not to apologize again — to ask what it was discovering. The condition that produced the signal is still running. Find it before the next Guest finds it for you.

The Work

The Guest signal you processed as a complaint and closed:

The upstream condition that signal was actually pointing at:

What you missed the first time because you were managing the moment instead of reading it:

The three most recent Guest signals you have received — and what each one was discovering about the operation, not the moment:

Signal 1 — what it looked like on the surface / what it was discovering underneath:

Signal 2 — what it looked like on the surface / what it was discovering underneath:

Signal 3 — what it looked like on the surface / what it was discovering underneath:

The mechanism you will build this week to surface signals before they become complaints (pre-shift briefing, table visit, post-shift debrief, Guest data pattern read):

The signal you are going to stop treating as a complaint starting today: