063 Designs for Recovery

Perspective Fieldbook · https://kb.jeffreysummers.com/docs/063-designs-for-recovery-2/

The Demand

Before tomorrow's shift, name the three most likely failure modes given tonight's specific conditions — the cast you have, the cover count, the daypart. Set the reset signal. Decide what Guest-facing recovery looks like for each one. Write it down or say it in the pre-shift. The failure that arrives inside a designed response is managed. The one that arrives without one is a crisis. Design the response before you need it.

The Work

Name tonight's specific conditions — the cast you have, the cover count, the daypart:

Name the three most likely failure modes given those conditions:

1.

2.

3.

The reset signal you will set:

Guest-facing recovery for each failure mode, decided before you need it:

Where you will write this down or say it in tomorrow's pre-shift: