084 Be As Unreasonable About How You Make People Feel

Perspective Fieldbook · https://kb.jeffreysummers.com/docs/084-be-as-unreasonable-about-how-you-make-people-feel-2/

The Demand

Tomorrow, pick one Guest interaction on the floor and ask if you are being unreasonable about how that Guest feels, or just competent about what they're served. Competent gets the plate out correctly. Unreasonable makes them feel something they'll talk about. Choose one table and go unreasonable.

The Work

Rate your current standard on each — 1 (reasonable/competent) to 5 (unreasonable/obsessive):
Product / food consistency
Rating (1-5):
How Guests feel when they leave
Rating (1-5):
Team investment and development
Rating (1-5):
The gap between your product standard and your feeling standard:
Pick one table tomorrow and go unreasonable about how they feel. Name the table and what you will do: