091 Hospitality or Manipulation

Perspective Fieldbook · https://kb.jeffreysummers.com/docs/091-hospitality-or-manipulation-2/

The Demand

Tomorrow, ask your cast to show up as themselves on the floor, not as a performed hospitality persona. Genuine hospitality can't be scripted or performed — it can only be expressed by an actual human being. Watch for the difference between the two during service, and name it when you see it.

The Work

Watch your cast on the floor tomorrow and name the difference between performed hospitality and the real thing:
A moment where you saw the script running — the smile without the care:
A moment where you saw genuine hospitality — an actual human being, not a persona:
Are you training your cast to run a script, or to show up as themselves?
The one thing you will say to your cast tomorrow about showing up as themselves instead of performing warmth: