2030 The Variable the Corporate Playbook Is Trying to Eliminate Is Your Only Advantage

Product Fieldbook · https://kb.jeffreysummers.com/docs/2030-the-variable-the-corporate-playbook-is-trying-to-eliminate-is-your-only-advantage-2/

The Demand

Before your next shift, name one thing your kitchen manager, a server, or you yourself did last week that a corporate playbook would flag as a deviation — running the line differently, going off-script for a regular, spending twenty extra minutes at a table. Decide whether that deviation was actually your product working as designed. Then name whether you have a system underneath that relationship or just your own presence holding it together, and commit to building one piece of documentation this week that lets the relationship survive a shift you are not working.

The Work

The "deviation" from standard protocol you or your cast ran last week:

What it produced for the Guest that a standardized system could not have produced:

Is this deviation a relationship being built or a system failure being excused — the honest answer:

Rate your operation, 1-5: humanity without systems, systems without humanity, or both:

The [Relational Loop] — Operator to Cast to Guest and back — name one place this loop is currently broken in your building:

By Design Or By Default — is your relationship-first approach a decision you made on purpose, or something that just happened because you never built the systems underneath it:

The one piece of documentation, process, or coaching tool you will build this week so the standard travels without you in the room: