2080 Building the Operation Before the Building Is Done

Product Fieldbook · https://kb.jeffreysummers.com/docs/2080-building-the-operation-before-the-building-is-done-2/

The Demand

Before month four of your pre-opening timeline, or this week if you are already past it, calculate your hiring target by position and confirm you are hiring twenty percent above it, not exactly to it. Check whether your employee handbook and job descriptions exist yet or are still "getting to it once things settle down." Write or finish one of them this week — because the operation will run on tribal knowledge if you don't, and tribal knowledge walks out the door with whoever has it.

The Work

Hiring need by position, and the number you are actually hiring (target plus 20%):

Gap between the two, if any:

Management hiring started — yes or no, and against the month-four target:

Employee handbook status — complete, in progress, or not started:

Written job descriptions — for every position, or only some:

The position most likely to produce inconsistent Guest experience right now because the standard exists only in your head:

The one document — handbook, job description, development material — you will complete this week: