2160 Product See the Guest in Front of You

Product Fieldbook · https://kb.jeffreysummers.com/docs/2160-product-see-the-guest-in-front-of-you/

The Demand

Walk into your next shift and pick one person — a Guest at the host stand, a cast member who needs something from you, a table celebrating something — and give them thirty seconds of your full, undivided attention. Not while you're also watching the schedule or the spreadsheet. Just them. Notice what changes in the interaction when you actually see the person instead of the position they occupy. Decide to make this a standard for yourself, not an accident you noticed once.

The Work

The person you will deliberately see tomorrow — Guest, cast member, or table:

What you noticed about them that you would have missed on autopilot:

Rate how often you currently see the person versus the role in front of you, 1-5:

The moment this week where you were looking at the spreadsheet or the schedule instead of the person who needed you:

What making people feel seen would cost you in time, and what it would earn you in return:

The one habit you will build this week to make seeing people a standard, not an accident: