2195 Product The Wait Is a Service Moment

Product Fieldbook · https://kb.jeffreysummers.com/docs/2195-product-the-wait-is-a-service-moment/

The Demand

Before your next shift, name who currently owns the wait in your building — the space after the order is placed and before the food arrives. If your honest answer is "whoever happens to look up," assign it to the Host today, and define what owning it looks like: acknowledgment, context, and progress before the Guest has to ask. Decide how you will train and hold that standard starting this week.

The Work

Who currently owns the wait in your operation — name the role, or admit nobody does:

Acknowledgment — does your Host currently make eye contact and speak to a waiting Guest before being asked, yes or no:

Context — does your Host currently give the Guest a reason for the wait, or leave them to guess:

Progress — does your Host check back before the Guest starts looking frustrated, or only after:

The last specific moment a Guest's frustration built quietly during a wait nobody claimed:

How will your shift manager verify the wait is being owned consistently, shift after shift, regardless of who is on the floor:

The standard you will train this week so the wait has a named owner and a defined execution: