2255 Product Moving From Service to Hospitality

Product Fieldbook · https://kb.jeffreysummers.com/docs/2255-product-moving-from-service-to-hospitality/

The Demand

Before your next shift, identify one moment in your current service sequence where the Guest is processed rather than met — a table like Table 12, waited on but never seen. Name the architectural address honestly: is it service, hospitality, or gimmickry dressed up as connection. Then ask your closing manager tonight what the system did for a Guest today that they didn't personally have to intervene to make happen. Decide, based on the answer, what rung your architecture actually occupies.

The Work

The moment in your sequence where a Guest is currently processed rather than met — name the specific step:

Is that moment service (technical, one-way), hospitality (adaptive, two-way), or gimmickry (a gesture with nothing underneath it) — your honest read:

Name one recent gesture in your operation — a sparkler, a comped dessert, a birthday song — and test it: did it land as genuine care or as performance:

Where does your operation actually sit on the H-ladder on a Tuesday night when you are not in the building — H^{-}, H^{1}, H^{2}, or H^{3}:

Ask your closing manager tonight: what did the system do for a Guest today that you didn't personally have to intervene to make happen. Their answer:

Is your current advantage against the chains down the street a price fight or an architecture fight — which one are you actually running:

The one architectural address — not a motivation talk — you will start rebuilding this week: Connection Floor, service sequence, role design, tool configuration, or training standard: