2260 Product You Cannot Script Hospitality

Product Fieldbook · https://kb.jeffreysummers.com/docs/2260-product-you-cannot-script-hospitality/

The Demand

Tomorrow, listen to three consecutive table greetings on the floor. Count how many are identical to the last one. Decide whether your hiring process currently selects for the desire to serve, or only screens for the ability to execute steps — because you cannot install the first and you cannot teach it after the fact.

The Work

Three table greetings you listened to back-to-back — how identical were they, 1-5, 5 being word-for-word:

Your current opening line at the table — write it exactly as your cast delivers it:

Does your hiring process currently test for the desire to serve, or only for the ability to carry plates and describe specials — your honest answer:

Name one cast member who clearly has the desire to serve versus one who is technically proficient but relationally absent:

Is your training material currently a checklist, or does it teach people to read the person at the table — which one:

The one change you will make this week to your hiring or training so you are selecting for the trait you cannot teach: