2290 Connection Floor The Minimum the Guest Should Never Go Without

Product Fieldbook · https://kb.jeffreysummers.com/docs/2290-connection-floor-the-minimum-the-guest-should-never-go-without-2/

The Demand

Before your next shift, write the one sentence that names the minimum behavior every cast member delivers in every Guest interaction — the thing that still happens on the worst shift, with the least experienced cast member on the stage, at the lowest bandwidth. If you cannot write that sentence in observable terms, you do not have a [Connection Floor] — you have whatever the cast delivers by default on its worst day. Decide the sentence, write it down, and treat it as the load-bearing minimum beneath everything else you build in Product.

The Work

Name your current floor — the minimum every Guest actually receives on your worst shift, not your best one:

What happens right now, unedited:

Is the Guest acknowledged as a person, not a table number — yes or no:

Is the cast member present to the interaction, not running a script from somewhere else — yes or no:

Does the Guest leave feeling a human met them, however briefly — yes or no:

Design or Default:

Who decided this is your floor, and when:

Design or Default — rate your confidence (1-5):

Writing the floor:

The one observable sentence — not "be friendly," but a specific, trainable behavior — that becomes your Connection Floor:

How will you train it so a cast member who does not yet know it can learn it before their next shift:

How will you enforce it — what happens the first time, this week, that a cast member falls below it:

The floor is not the ceiling:

Name one place in your operation where you have mistaken hitting the floor for reaching the ceiling:

The specific change you will make to your next pre-shift to put the Connection Floor into words the cast can repeat back to you: