2300 The Gulf of Resistance Why Operators Dont Climb Even When They Know They Should

Product Fieldbook · https://kb.jeffreysummers.com/docs/2300-the-gulf-of-resistance-why-operators-dont-climb-even-when-they-know-they-should-2/

The Demand

Before your next planning session, name the band of the [Gulf of Resistance] that is currently holding you on your rung — not the rung you want to be on, the force keeping you where you actually are. Choose one: the Operator's Blind Spot, Onset of Awareness, or the Buy-In Problem. Then name whether the gravity layer underneath — the absence of cultural infrastructure, the dashboards that make Road 1 visible and Road 2 invisible — is amplifying it. Locate the resistance honestly. It shrinks by being located, not by being ignored.

The Work

Which resistance band are you in right now:

H^{-} to H^{1} — The Operator's Blind Spot:

Is your operation's language — covers, turns, check average, labor percentage — entirely Road 1, yes or no:

Is there any signal in your current measurement apparatus that would tell you if you are below the threshold of hospitality:

H^{1} to H^{2} — Onset of Awareness:

Name a rationalization you have used in the last month ("too busy to slow down," "my Guests don't care," "we're doing well enough"):

Where did you see hospitality that made the gap visible to you — your own good night, or someone else's operation:

H^2 to H^3 — The Buy-In Problem:

Do you personally produce H^3 moments that the system fails to produce without you present, yes or no:

What is the scale of the rebuild you can now see, and is that visibility the reason you have not started:

The gravity layer:

Have you said or thought a version of "I can't do what my parents did because nobody wants that" — yes or no:

Rate how much you believe your own measurement apparatus over your lived experience of a Guest reacting to real hospitality (1-5):

The one move you will make this week that treats the resistance as structural load to push through, not personal failure to accept: