2310 Fieldwork Run One Shift on Road 2

Product Fieldbook · https://kb.jeffreysummers.com/docs/2310-fieldwork-run-one-shift-on-road-2-2/

The Demand

Before your next shift, schedule the Hospitality Lab — a specific high-traffic shift, a specific date, a specific cast, named right now, not "sometime this week." Pick one piece of gimmickry to remove for that shift only, name one observable Connection Floor behavior every cast member will deliver, and commit to capturing three hospitality moments before it starts. The migration does not begin when you finish reading. It begins the moment you run the first shift inside it.

The Work

The Hospitality Lab — name the specific shift, date, and cast:

Move 1 — remove one piece of gimmickry:

What tool, promotion, or behavior subtracts and will be removed for this shift only:

What do you expect the cast to do in the space where it used to be:

Move 2 — install one Connection Floor behavior:

The specific, observable behavior every cast member will deliver (not a feeling — a behavior):

How will you correct it in real time if it doesn't happen:

Move 3 — capture three hospitality moments:

Who is watching for them during the shift — you or a manager:

How will you name them to the cast member at the end of the shift:

The Reflection — answer after the shift:

What did removing the gimmick reveal about what the operation delivers without it:

Where did the Connection Floor behavior hold, and where did it break:

What produced the three hospitality moments — the individual cast member, or the architecture:

The one standard, script, or policy that needs to change before your next shift to make this easier to run: