2330 Reimagining Hospitality The Experiential Loop

Product Fieldbook · https://kb.jeffreysummers.com/docs/2330-reimagining-hospitality-the-experiential-loop-2/

The Demand

Walk into your next shift and trace [The Experiential Loop] from door to goodbye for one table, actor by actor. Notice where the handoff is a genuine read and where it is a script — the host's door talk, the server or bartender's table talk, the support cast's touch points, the Lead's read from altitude. Name the exact point where the loop breaks, if it breaks, and decide which actor needs to reclaim that moment from the system that replaced it.

The Work

Trace one table's full arc through the loop tonight:

Door talk — the host:

Genuine read, or script and podium recitation:

Did the name travel from the door into the room:

Table talk or bar talk — the server or bartender:

Genuine read-and-respond, or steps-of-service execution:

Did the relational frame the host opened arrive at the table intact:

Support cast touchpoints — runners, bussers, back servers:

Read before movement, or task timing regardless of the Guest's moment:

The Lead — altitude:

Did the Lead ask "is everything okay" (naming the standard as okay), or read the room and intervene precisely:

Where the loop broke:

The exact handoff, if any, where a script replaced a read or a task replaced a Guest-timed moment:

The one actor and the one discipline you will rebuild this week to close that break: