2335 The Platinum Rule

Product Fieldbook · https://kb.jeffreysummers.com/docs/2335-the-platinum-rule-2/

The Demand

Pick one relationship in your building tomorrow — operator to cast, cast to Guest, kitchen manager to cast, Lead to trainer — and apply [The Platinum Rule] deliberately: read what that specific person needs before you respond, rather than defaulting to what you would need in their place. Name the difference between what your instinct told you to do and what the read actually revealed. Respond to the read, not the instinct.

The Work

Name the relationship you will test tomorrow:

Golden Rule vs Platinum Rule:

What would you instinctively do for this person, based on what you would want in their place:

What does this specific person actually need right now — based on a read, not an assumption:

Are those two answers the same or different:

Applying the read:

The Guest, cast member, or partner in question — do they want efficiency, conversation, direct feedback, encouragement, or to be left alone:

How do you know — what did you read, and from whom or what:

Rate your operation (1-5):

How uniformly does your operation currently apply rules versus read the person in front of it:

The one standard, script, or management habit you will change this week to replace a uniform rule with a read: