2345 How the Host Leads

Product Fieldbook · https://kb.jeffreysummers.com/docs/2345-how-the-host-leads-2/

The Demand

Before your next shift, walk your host through all three beats — door talk, the introduction, and the goodbye — and name which one is currently missing. If your host manages traffic from behind a podium instead of meeting Guests at the door, or hands off with "your server will be right with you" instead of a genuine introduction, or lets the goodbye happen from across the room instead of owning it — pick the weakest beat and rebuild it this week.

The Work

Beat 1 — Door Talk:

Does your host meet the Guest at the door, mobile and reading the moment, or manage traffic from behind a podium:

Does the name get captured naturally in conversation, and does it travel forward:

Beat 2 — The Introduction:

Does your host walk the Guest to the table and introduce the server by name, or say "your server will be right with you":

Rate how often the server currently starts cold, with no rapport carried from the door (1-5):

Beat 3 — The Goodbye:

Who owns the 60 seconds after the Guest pays — the host, or nobody in particular:

Has a pay screen or tablet payment eliminated this moment in your operation — yes or no:

The genuine close you will train this week — name, visit acknowledged, invitation to return, in under 20 seconds:

The weakest of the three beats in your operation right now, and the specific fix you will run this week: