2360 How the Server Leads

Product Fieldbook · https://kb.jeffreysummers.com/docs/2360-how-the-server-leads-2/

The Demand

Walk your next shift watching one server run both reads simultaneously — the Guest arc and the kitchen arc. Name a moment where they positioned themselves at the intersection of the two (holding the order conversation because the kitchen was backed up, moving dessert earlier because the kitchen was flying) or a moment where they got surprised by one because they were only reading the other. Coach that gap before the next shift.

The Work

Name the server and shift you observed:

The two reads:

Rate how well this server reads the Guest arc — where the table is heading, when they will be ready (1-5):

Rate how well this server reads the kitchen arc — ticket times, what's backed up, what's flying (1-5):

Name a moment they were surprised by the Guest, the kitchen, or neither:

Table talk audit — for one table tonight:

Drinks — did the server stay one beat longer to read the table, or take the order and leave:

Mains — was it a recommendation from knowledge, or a recitation of specials:

The check-back — was it "is everything okay," or a targeted question like "how is the salmon":

Dessert — did the server lead the conversation, or abandon the table at that stage:

Pre-bussing check:

Did any plate disappear before the Guest was ready this shift — yes or no, and what did that signal to the table:

The one beat — drinks, mains, check-back, or dessert — you will coach this server on before their next table: