2370 How the Lead Leads

Product Fieldbook · https://kb.jeffreysummers.com/docs/2370-how-the-lead-leads-2/

The Demand

Run your next shift as the Lead without asking a single Guest "is everything okay." Read the room from altitude instead — the table waiting too long, the Guest who looks uncertain, the server behind on the read — and make two genuine table engagements from that read instead of ten walk-bys. Count them at the end of the shift and name what each one was responding to.

The Work

Name the shift you ran or observed as Lead:

Walk-by vs Read:

How many times did "is everything okay" get asked this shift:

How many genuine, precisely-timed table engagements happened, driven by an actual read:

What the read caught:

Name one table that had been waiting too long, before it became a complaint:

Name one server who was losing the pace, and how you caught it:

Rate yourself (1-5):

How much of your movement through the room tonight was by route or checklist versus by read:

The one change you will make to your next shift to replace a scheduled walk-by with a genuine read-and-move: