2375 How the Support Cast Leads

Product Fieldbook · https://kb.jeffreysummers.com/docs/2375-how-the-support-cast-leads-2/

The Demand

Before your next shift, brief your support cast — runners, bussers, back servers — on the three disciplines: read before you move, acknowledge the Guest, hold the standard. Watch one plate placement and one bussing approach tonight and name whether each was a delivery or a connection. Correct the gap with the specific cast member before the shift ends.

The Work

Name the support cast member and moment you observed:

Three disciplines, scored 1-5:

Read before you move — did they check if the Guest was mid-conversation or mid-bite before approaching:

Acknowledge the Guest — did they name the dish or just place the plate and walk away:

Hold the standard — did they act on something wrong even though "it's not my table," or keep moving:

The Accountability Demand:

Name one moment this shift where a support cast member saw something wrong and had the power to fix it:

Did they act, or move past it because it wasn't their table:

The specific correction or recognition you will give this cast member before their next shift: