2380 The Product That Stretches Without Breaking

Product Fieldbook · https://kb.jeffreysummers.com/docs/2380-the-product-that-stretches-without-breaking-2/

The Demand

Pick one cast member tomorrow and ask them why the standard they hold exists — not what the job description says, why it matters to the Guest. If they can only cite the task list, the standard lives in the wrong place. Decide which role needs cross-training before the next pressure shift exposes the gap, and schedule it this week.

The Work

Name the cast member and standard you tested:

Where does the standard live:

Did they explain the standard by citing the job description/task list, or by explaining what the Guest needs and receives:

Rate how deep this cast member's anchor is — will it hold if the person whose job it "is" isn't present (1-5):

Anchored Flexibility audit:

Name one role in your building that has never been cross-trained into an adjacent role:

Name the last time pressure forced someone to stretch into a role they weren't ready for, and what happened:

The cross-training session you will schedule this week, before the next crunch requires it: