2490 Product The Product Culture That Forms in the Kitchen

Product Fieldbook · https://kb.jeffreysummers.com/docs/2490-product-the-product-culture-that-forms-in-the-kitchen/

The Demand

Before your next service, watch the first mis-en-place mistake of the day and notice how it gets handled — sent back, or let through under pressure. That single [Micro-Moment] is teaching your kitchen cast what the standard actually is, regardless of what the spec sheet says. Track today's plate-level micro-moments: what got accepted, what got corrected. Pick the next substandard plate you see and intervene deliberately, so the cast learns the standard is real, not conditional.

The Work

Describe the first mis-en-place mistake or substandard plate you observed today:

How it was handled — accepted under pressure, or sent back and corrected:

What that handling just taught your kitchen cast about whether the standard is real or conditional:

Name one substandard plate accepted in the last week that created a permission structure you did not intend:

Name one moment where the plate went back and the standard was reinforced:

Rate how intentional you are about every product-standard micro-moment during service, 1-5:

The next micro-moment you will intervene on deliberately before this week's service ends, and what you will say when you do: