2495 Product The Product That Runs as a System

Product Fieldbook · https://kb.jeffreysummers.com/docs/2495-product-the-product-that-runs-as-a-system/

The Demand

Before your next pre-shift, name the one thing that matters most about tonight's product delivery and say it out loud to the full cast, so the kitchen and the floor enter service with [Shared Pulse] instead of fragmented focus. Watch tonight whether the server checks the kitchen's pace before tickets start running, and whether the kitchen adjusts firing timing to the floor's turnover pace without a manager coordinating the handoff. Name where the rhythm breaks tonight, and fix the coordination point — not the individual — before tomorrow's shift.

The Work

The one thing that matters most about tonight's product delivery, stated in one sentence for pre-shift:

Did the full cast enter service with that shared focus, or fragmented individual priorities — Shared or Fragmented:

Name a moment tonight where the server read the kitchen's pace and managed the Guest's expectation accordingly:

Name a moment tonight where the kitchen read the floor's pace and adjusted firing timing to match:

The point where the kitchen and floor rhythm broke down — the ticket-time rhythm versus the Guest-pace rhythm out of sync:

Was that break a coordination failure or an individual failure — Coordination or Individual:

What you will change in tomorrow's pre-shift to strengthen [Shared Pulse] between the kitchen and the floor: