2575 Tools as Multipliers Not Masks

Product Fieldbook · https://kb.jeffreysummers.com/docs/2575-tools-as-multipliers-not-masks-2/

The Demand

Before your next shift, pick one tool currently running in your stack — your loyalty platform, your reservation system, your CRM, your POS — and write the amplification sentence the article demands: name the specific human capability it is amplifying, and name the Guest experience that proves the amplification is happening. If the sentence does not hold, the tool is a substitute standing in for a capability your operation never built. Decide today whether to reconfigure it, retrain around it, or stop paying for it at renewal.

The Work

Name the tool you are examining:

The amplification test:

Human capability this tool is supposed to amplify:

Guest proof that the amplification is actually happening — name the specific moment:

Does the sentence hold, yes or no:

If no — the Substitution Trap:

What capability was this tool substituted for instead of built:

Who configured this tool — you, or the vendor who does not know your architecture:

Rate how much of this tool's output your cast currently ignores, 1-5:

Is this operation running on Road 1 or Road 2 with this tool — the honest read:

Reconfigure, retrain, or remove — your decision and the reason:

The renewal check you will not sign until the amplification sentence holds: