2590 Use Technology to Make It Easier to Be Human

Product Fieldbook · https://kb.jeffreysummers.com/docs/2590-use-technology-to-make-it-easier-to-be-human-2/

The Demand

Pick one piece of technology your cast uses on the stage tomorrow — a handheld, a POS terminal, a reservation screen — and watch whether it frees your server to stay at the table or pulls them away from it. Compare the two servers the article names: the one who uses the tool to stay present, and the one who disappears to a terminal. Decide, based on what you see, whether that technology is enabling hospitality or giving your cast permission to escape it.

The Work

Name the technology you are observing tomorrow:

The two-server comparison:

Cast member who stays at the table, uses the tool to enable presence — name them:

Cast member who leaves the table, uses the tool to escape it — name them:

What is different about how each one was trained to use the same tool:

Rate how much this technology currently reduces friction versus replaces warmth, 1-5:

The one adjustment — to training, not to the tool — that moves your cast toward the first server:

What you will coach on this week: enable the human, don't supplant them: