2750 The Product That Recovers Without Breaking

Product Fieldbook · https://kb.jeffreysummers.com/docs/2750-the-product-that-recovers-without-breaking-2/

The Demand

Before your next shift, name the three most likely product failures on your line tonight — the 86'd item, the mis-entered order, the wine the bar ran out of two glasses ago — and confirm your cast has a genuine, specific [Embedded Repair] response for each, not a scripted apology. A failure anticipated is handled. A failure that arrives as a surprise produces improvisation of varying quality. Walk your line before service the way your kitchen manager should, and decide which of the three failure modes has no designed response yet.

The Work

Three likely product failure modes on tonight's shift:

Failure mode 1 — the [Embedded Repair] response every cast member knows:

Failure mode 2 — the [Embedded Repair] response every cast member knows:

Failure mode 3 — the [Embedded Repair] response every cast member knows:

The one of the three with no designed response — only "apologize and comp":

Rate whether your cast currently treats failure as a relationship moment or a liability moment, 1-5:

The anticipation step you will add before your next service — the line walk, the pre-shift 86 list, the failure-mode briefing: