2770 The Product Standard That Drifted While the Operator Wasnt Looking

Product Fieldbook · https://kb.jeffreysummers.com/docs/2770-the-product-standard-that-drifted-while-the-operator-wasnt-looking-2/

The Demand

Before your next shift, name one moment this week where you said the standard was non-negotiable and then accepted a plate, a rushed table, or a quality cut that contradicted it. That is a Product-level [Values Dissonance] moment — the cast receives the real signal, not the stated one. Ask yourself the honest question, not "did we maintain the standard tonight" but "where did we accept less than the standard and call it justified." Decide this week whether to close that gap or admit the standard has quietly changed.

The Work

The stated standard you say is non-negotiable:

The moment this week the actual execution contradicted it:

What the kitchen manager or cast member watching learned about what the standard actually is:

Rate the size of the gap between the stated standard and tonight's execution, 1-5:

Was this a one-time exception or a recurring pattern — one-time or recurring:

The cadence you will use to audit this gap going forward — weekly, nightly, per-shift:

The one action you will take this week to close the gap between what you say and what you do: