2775 The Product Under Uncertainty

Product Fieldbook · https://kb.jeffreysummers.com/docs/2775-the-product-under-uncertainty-2/

The Demand

Before your next shift, name one change currently in motion — a menu change, a price increase, a vendor renegotiation — that your cast does not yet know is coming. Every day it stays unsaid is a day you are levying [Uncertainty Tax] on the people who have to execute the product without knowing what is changing or why. Communicate it this week with context and rationale, before the Guest sees the result rather than after.

The Work

The change currently in motion that the cast has not been told about:

Who specifically will have to execute or explain it to a Guest without context right now:

Rate how much runway they will have to develop competence before the Guest sees it, 1-5:

The context and rationale you will give them when you communicate it:

The date this week you will communicate it — before the cast has to execute it, not after: