2820 How I See It

Product Fieldbook · https://kb.jeffreysummers.com/docs/2820-how-i-see-it-2/

The Demand

Walk into your next shift and watch the stage the way an outsider would — not to catch cast members doing something wrong, but to see whether your operation is running as a hospitality business or a transaction system that happens to have a mission statement. Watch for the specific tells: servers standing at the station while Guests walk in, no manager on the stage during the push, seats not wiped between turns, a Guest leaving into silence. Build your own list tonight. Then decide whether you are honest enough to act on what you saw.

The Work

Walk your stage during your next shift and name three moments you witnessed that match the pattern — attention that quietly left the building:

Moment 1 — what happened and who was involved:

Moment 2 — what happened and who was involved:

Moment 3 — what happened and who was involved:

For each moment, is this an isolated incident or a habit the cast has learned is acceptable — isolated or habit:

Rate honestly whether your operation is currently designed for hospitality or optimized for transactions, 1-5:

The standard you think you are holding versus the standard the stage just showed you are actually holding:

The one specific moment from your list you will address with your cast before the next shift: