3065 The 180 Number

People Fieldbook · https://kb.jeffreysummers.com/docs/3065-the-180-number-2/

The Demand

Before your next hiring decision, you run the math on how many Guests that single hire will touch every week they are in your building. If you skip the math, you keep treating casting as an HR function instead of the most consequential operating decision you make.

The Work

1. Take one role you are hiring for. Calculate seats in their section, turns per shift, and shifts per week. Multiply it out to get the weekly Guest count for that single hire.
2. Multiply that number across your full cast size to get your building's total weekly Guest reach.
3. Write both numbers down and put them where you will see them before your next interview.
4. Use the number as your filter question during the interview: is this person capable of shaping this many Guest experiences a week at your standard? Answer honestly before you extend an offer.

Before you make your next hire, you have the actual weekly Guest number in front of you, and you hire against it, not around it.