3140 Orient Minds Dont Onboard Bodies

People Fieldbook · https://kb.jeffreysummers.com/docs/3140-orient-minds-dont-onboard-bodies-2/

The Demand

Before your next new-hire orientation, you rebuild it around decision-making, not body placement. If you leave orientation as a tour of stations and a sequence of steps, the new cast member will freeze the first time a Guest asks something the script does not cover, and that failure happens by shift three, not shift one.

The Work

1. Pull your current orientation outline and mark every item that only teaches sequence or placement: where the server station is, how to clock in, where supplies live.
2. For each marked item, write the one sentence of logic behind it: not just what to do, but why it produces the outcome the Guest experiences.
3. Add a section to orientation titled what a good decision looks like here. Give two real examples pulled from your own floor: one where a cast member improvised correctly, one where they guessed wrong and what the correct call would have been.
4. Before the new cast member's first solo shift, ask them directly: what are we trying to produce for every Guest, every shift. If they cannot answer in their own words, orientation is not finished.
5. Build one scenario into orientation that has no script answer — a Guest request the training material never covers — and walk the new cast member through how to think it through, not what to say.

This week, rebuild your orientation so it teaches the mind before it finishes teaching the body.