# 3140 Orient Minds Dont Onboard Bodies

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

Operator's Playbook | Development arc | Insert candidate

## Status: DRAFT

Most onboarding is body placement. Here is where you stand. Here is what you carry. Here is the sequence. Here is what you say when they ask for the check. The new cast member leaves orientation knowing where things are and how things move. They do not know how to think inside the operation.

That gap shows up on shift three.

The cast member who knows the steps but not the logic behind them cannot make a decision when the steps run out. And the steps always run out. A Guest asks something the script didn't cover. A table turns difficult in a way the training video didn't show. A situation requires judgment and the cast member has been given none — only sequence.

Orientation is not about the body. It is about the mind. The question is not "do they know where the server station is?" The question is "do they know how to think in this operation?" Do they understand what we are trying to produce for every Guest, every shift? Do they know what a good decision looks like here, and why? Do they know what to do when the answer isn't obvious?

That is what orientation builds. Not sequence. Not placement. Decision-making capacity inside your specific operation.

Build the sequence into the body. Orient the mind to the logic behind it. Both are required. Only one of them produces a cast member who can think.