3300 The 200 Rule

People Fieldbook · https://kb.jeffreysummers.com/docs/3300-the-200-rule-2/

The Demand

This week, you introduce or reinforce the 200% Rule — 100% accountable for your own performance, 100% for the person next to you — and you do not back off when the early adopters get pushback for holding their peers to it. If you retreat the first time someone calls an early adopter bossy, you kill the most powerful culture shift available to you before it takes hold.

The Work

1. State the 200% Rule explicitly at your next pre-shift, in plain language: everyone is accountable for their own work and for the work of the person beside them.
2. Identify the cast members already doing this instinctively — correcting a peer's below-standard plate, adjusting a developing wait without waiting for a manager. Name them publicly this week as the standard, not as troublemakers.
3. Identify the resistance before it surfaces. When a cast member complains that a peer is “being bossy” for holding them accountable, coach the resister, not the early adopter. Explain the standard again. Do not soften it.
4. This week, hand off one decision you have been making yourself to the point of experience — let the server, cook, or host who sees the problem solve it without escalating to you. Watch what happens before you intervene.

By the end of this week, you have named the 200% Rule out loud to your cast, backed at least one early adopter publicly, and released at least one decision to the point of experience instead of routing it through you.