3420 The Fun Chain

People Fieldbook · https://kb.jeffreysummers.com/docs/3420-the-fun-chain-2/

The Demand

This week, you find the broken link in the chain from fun to results, and you build celebration into the operation as a habit, not a program. If your cast isn't having fun and you aren't celebrating what's good, the chain breaks before results ever show up.

The Work

1. Walk the chain for your operation: fun, enjoyment, participation, attention, awareness, insight, knowledge, action, results. Identify where it breaks — where cast members stop paying attention, stop learning, or stop acting.
2. Fix the specific condition causing the break this week. If it's a joyless pre-shift, change the format. If it's a punitive correction culture, change how you deliver feedback.
3. This week, catch at least three moments worth celebrating: a great table touch, a clean service during a rush, a new hire showing the right instinct.
4. Celebrate each one in the moment, in front of the team, with specifics — name what happened, name why it matters, name what it looks like when the team is at its best.
5. Do not defer celebration to a memo or a meeting. Do it on the stage, same shift.

By the end of this week, you have identified and fixed one broken link in the fun chain, and you have delivered at least three specific, in-the-moment celebrations.