Week 5: Guest-Driven Results (Empowerment)

Goal: Stop being the "Hero" who fixes problems. Be the "Guide" who empowers the team.

Theme: The answer is "Yes." (You don't need to ask me).

Quick Start: Daily Kit

[ ] 1. The "$5 Autonomy Rule" (Permission to fix it)

[ ] 2. The Guest Lens (Walk the store as a customer)

[ ] 3. The "Why" Explain (Connect decisions to the Guest)

Metrics: Guest Counts (Return visits) & SOS (No manager delays)

Empowerment Tools (Clip & Carry)

TOOL 1: The Inverted Pyramid (Mindset)

Top: Guests -> Middle: Crew -> Bottom: Leader.
Script: "My job is to make sure you have everything you need. If you run out of cups, that is my failure. Call it out, and I will run for you."

TOOL 2: The "$5 Autonomy Rule"

Stop the "Let me get a manager" delay.
Script: "Team, if a guest is unhappy, you have a $5 budget. Give them a drink, cookie, or fresh fry. Just make them smile. You don't need my code."

TOOL 3: The "Guest Shoes" Audit

Walk outside. Enter as a guest. Look for "Annoyances."
Check: Crooked rugs? Smudged glass? Loud music? Bad smells?
Action: Fix ONE annoyance immediately.

TOOL 4: Decentralized Recovery (LAST)

Teach them to apologize so you don't have to.
L-isten
A-pologize
S-olve
T-hank
Script: "I am so sorry the fries were cold. I am dropping fresh ones now. Here is a drink while you wait."

Week 5 Challenge: Scorecard

Manager: _____   Week Of: _____

Day	Focus Area	Success Metric	Check
Mon	The $5 Rule Autonomy	Crew member fixed a problem without asking.	[ ] No Code Used
Tue	Guest Shoes Perspective	Fixed one annoyance (Smell/Sight/Sound).	[ ] Fixed It
Wed	Inverted Pyramid Service Leadership	You ran stock/product for the crew all peak.	[ ] Served Crew
Thu	LAST Drill Roleplay Recovery	Roleplayed the apology script with 2 people.	[ ] Drills Done
Fri	Zero Calls Full Empowerment	Zero 'Manager Needed' calls during lunch.	[ ] Zero Calls

Week 5 Reflection: Graduation

1. How much time did you save by NOT having to swipe your manager card?

_____

2. What was the "Guest Annoyance" you found when walking the lot?

_____

3. The program is done. What is the ONE habit you will keep forever?

_____

Manager Signature: _____