

Welcome to the Gravity Improvement System

A practical system for turning operating concerns into measured, teachable, sustainable improvement.

Thank you for trusting The Gravity System. This kit was designed so a manager can begin with clarity, protect employees and guests during change, and finish with evidence—not assumptions. It supports every plan in both improvement libraries.

THE GRAVITY PROMISE Improvement must never come at the expense of food safety, hospitality, product quality, employee dignity, fairness, legal compliance, or a workload the team cannot sustain.

What this kit helps you do

- Choose the correct first plan instead of chasing the loudest complaint.
- Establish trustworthy definitions and a representative baseline.
- Explain the project without blaming or threatening employees.
- Train, observe, coach, and document consistently.
- Decide whether to standardize, extend, redesign, or stop the change.
- Carry improvement forward after the calendar ends.

Your first five actions

Step	Action	Complete
1	Choose the correct edition and improvement area.	☐
2	Name one accountable manager and supporting roles.	☐
3	Define the metric and collect the baseline before coaching.	☐
4	Explain the purpose and protections to employees.	☐
5	Start the selected calendar and document each checkpoint.	☐

Choose the Right Edition

Edition	Best Fit	Use When
30-Day Accelerated	Established managers and disciplined teams	Reliable data exists; daily follow-through and compressed training are realistic.
60-Day Guided	Beginning managers, newer teams, or lower implementation capacity	The team needs additional explanation, repetition, observation, coaching, and correction.
SAME STANDARD Both editions use the same measures, operating protections, and intended outcomes. The 60-day edition is not a reduced standard; only pacing and implementation support differ.		

Do not run both versions of the same plan

Choose one edition based on current management capacity. Switching is appropriate only when documented conditions show that the chosen pace is unrealistic. Preserve completed evidence and restart from the equivalent phase—not automatically from Day 1.

Capacity test

- ☐ A manager can protect daily ownership and documentation.
- ☐ Baseline data can be collected without changing employee behavior early.
- ☐ Required employees can be trained and observed within the selected pace.
- ☐ Scheduled reviews will occur even during demanding operating weeks.
- ☐ The operation can correct setbacks without abandoning the standard.

If three or more statements cannot be confirmed, begin with the 60-Day Guided edition.

Selected edition: ☐ 30-Day Accelerated ☐ 60-Day Guided Approved by: _____

What Every File Is For

File	Purpose	Open It When
README FIRST	Explains package contents and recommended order.	Immediately after extraction.
START HERE	Introduces the library, sequence, and rules.	Before selecting a plan.
Complete Master PDF	Contains all 12 plans in one printable reference.	For management review or complete printing.
Editable Word Master	Allows local notes and approved customization.	When preparing an internal working copy.
Individual Plan PDFs	Provides one clean plan without unrelated material.	When launching a selected plan.
Implementation Kit	Provides assessment, training, measurement, forms, glossary, and support.	Before and throughout implementation.
Printable Forms	Provides clean reusable records.	When more than one copy is needed.
Expansion Roadmap	Shows future improvement categories.	After the Priority 12 are stable.

Improvement-Area Assessment

Score observed operating evidence—not personalities. Use 0 if no concern is present and 4 if the concern is frequent, costly, or damaging.

Improvement Area	Evidence to Consider	Score 0–4
Customer Order Pacing	Courses collide, long gaps occur, or guests feel rushed.	—
Table-Turn Time	Preventable delays exist in payment, pre-bussing, resetting, or table release.	—
Kitchen Ticket-Time Consistency	Ticket times vary widely or peak-period production becomes unpredictable.	—
Order Accuracy and Remakes	Incorrect items, missed modifications, or avoidable remakes occur.	—
Labor-Hours Forecasting	Scheduled hours do not reliably match expected demand and workload.	—
Shift Deployment	The right number of people may be present but positioned poorly.	—
Station and Pre-Shift Readiness	Shifts begin without verified pars, tools, product, or assignments.	—
Average Guest Check	Appropriate recommendations and add-ons are inconsistent.	—
Guest Complaint Recovery	Complaints are handled inconsistently or learning is not documented.	—
Food-Waste Reduction	Waste, spoilage, overproduction, or portion variance lacks control.	—
Training Completion and Task Mastery	Completion is mistaken for demonstrated competence.	—
Daily Sales and Operating-Factor Review	Sales, weather, events, calendar effects, and labor needs are not connected.	—

Highest score: _____ Evidence verified by: _____ Date: _____

Plan-Selection Decision Record

Decision Factor	Finding
Highest assessment score	
Estimated financial or guest impact	
Food-safety or legal urgency	
Quality and hospitality risk	
Management capacity	
Data currently available	
Recommended edition	☐ 30-Day Accelerated ☐ 60-Day Guided
Selected plan	

Selection rules

- ☐ Address immediate safety, legal, or severe guest harm before ordinary improvement work.
- ☐ Verify that the highest score reflects representative evidence rather than one unusual shift.
- ☐ Choose the plan with the strongest combination of urgency, controllability, and management capacity.
- ☐ Name one accountable owner before announcing the project.
- ☐ Record why another high-scoring plan was deferred.

Deferred priority and reason: _____

Launch authorization

Required Approval	Name / Signature	Date
Accountable manager		
General manager / owner		
Data or reporting owner		
READY TO BEGIN Launch only after the measure, baseline period, protections, ownership, and employee explanation are prepared.		