

Gravity Terms Glossary

Use these definitions consistently across both plan libraries.

Term	Plain-Language Definition
Accountable manager	The one manager answerable for completion, evidence, decisions, and follow-through; supporting roles do not divide this accountability.
Actual	The verified result recorded after implementation for comparison with baseline and target.
Average	The sum of values divided by the number of values; useful but vulnerable to distortion by extreme results.
Baseline	The documented starting condition measured before targeted coaching or process change begins.
Boundary metric	A measure used to ensure improvement in one area does not damage safety, quality, hospitality, fairness, or workload.
Cause	A condition supported by evidence that contributes to a result; it should be tested rather than assumed.
Constraint	The factor currently limiting performance or capacity.
Controllable cause	A cause the restaurant can reasonably influence through decisions, tools, staffing, training, design, or execution.
Controlled pilot	A limited test with defined scope, ownership, measures, protections, and review conditions.
Course collision	Courses arriving too close together for the guest or operation to manage comfortably.
Daypart	A defined operating period such as breakfast, lunch, dinner, late night, or another locally meaningful period.

Gravity Terms Glossary — Continued

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Deployment	Where and when available employees are positioned and what responsibilities they hold during the shift.
Exception	A documented circumstance handled outside the ordinary standard for a legitimate stated reason.
Forecast	A documented estimate of future sales, volume, demand, workload, or labor need using available evidence.
Forecast accuracy	How closely a forecast matches the actual result, normally expressed as an amount and percentage variance.
Governing factor	A condition such as weather, events, school schedules, holidays, construction, outages, or promotions that materially influences operations.
Handoff	The transfer of information, responsibility, product, or status from one person or station to another.
Hospitality boundary	The requirement that operational improvement must preserve respectful, attentive, guest-centered treatment.
Labor percentage	Labor cost divided by sales and multiplied by 100; definitions must state which labor costs and sales are included.
Median	The middle value after observations are sorted; often more representative when extreme values distort an average.
Metric	A specifically defined measure used to understand performance and change.
Observation	A documented review of actual conditions or behavior without relying only on opinion or memory.

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Operating factor	Any internal or external condition that helps explain a result, including volume, staffing, menu mix, equipment, weather, or events.
Outlier	An observation materially outside the normal pattern that should be investigated and explained, not automatically erased.
Owner	The person assigned responsibility for an action or result; in a plan this may mean task owner, not restaurant proprietor.
Pilot	A limited implementation used to learn before expanding the standard.
Primary measure	The main metric used to evaluate whether the plan achieved its intended operating result.
Rate	The number of events divided by the number of opportunities, normally multiplied by 100.
Representative sample	Observations that reasonably reflect the shifts, volume, days, categories, and conditions relevant to the decision.
Remake rate	Remade items divided by applicable items produced, multiplied by 100, using a stated definition of remake.
Sales per labor hour	Net sales divided by labor hours worked for the defined period.
Standard	The documented, trainable, observable method or result expected under stated conditions.
Stress test	A controlled attempt to verify that the process can hold under demanding but relevant operating conditions.

Gravity Terms Glossary — Continued

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Term	Plain-Language Definition
Sustainment	The ownership, review rhythm, documentation, and corrective response used to prevent improvement from disappearing.
Table-turn time	The defined time from the selected occupancy start point through the selected departure or reset-ready endpoint; definitions must be consistent.
Target	The approved intended result, established from evidence and operating boundaries rather than wishful thinking.
Ticket time	The defined time from an approved order event to an approved completion event; start and stop points must be stated.
Training completion	Evidence that required instruction and practice occurred; it is not the same as demonstrated mastery.
Variance	The difference between expected and actual results, shown as an amount and often a percentage.
Verification	The final evidence-based confirmation that measurement, training, execution, protections, results, and ownership satisfy the plan requirements.
Waste percentage	Defined waste cost or quantity divided by the applicable production, purchases, or sales base, multiplied by 100.
Year-to-date sales	Cumulative sales from the beginning of the current year through the selected date, used with comparable prior periods and operating factors.