

Planning for Service

Customer Preview Sample • Thomas Monroe Books

Where this fits in the system

Use after The Owner's Chair and before the Toolkit workbooks. It teaches the operating mindset that makes the tools work.

What the reader gains

- Managers learn how to prepare the shift before pressure exposes what was never planned.
- A clearer way to think before managers begin using forms, trackers, and checklists.
- A bridge between leadership clarity and daily implementation.

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Sample Page: The Work Before the Work

A restaurant does not become consistent during the rush. It becomes consistent in the decisions made before the rush begins. The manager who waits until pressure arrives is already late. The strongest service systems are built before the guest walks in, before the station falls behind, and before the team has to guess what matters most. This preview shows the purpose of the Systems of Service lane: to teach the thinking behind preparation, communication, timing, recovery, and calm standards before managers move into the workbook tools.

Replace this preview with final interior pages before launch if you want exact book excerpts.