

Service Under Pressure

Customer Preview Sample • Thomas Monroe Books

Where this fits in the system

This future title belongs after the core Systems of Service books. It will focus on execution under pressure.

What the reader gains

- A future guide for leading when service gets fast, messy, crowded, emotional, or difficult.
- A clearer way to think before managers begin using forms, trackers, and checklists.
- A bridge between leadership clarity and daily implementation.

Table of Contents Preview

- 1 Pressure Changes the Room
- 2 The Manager's Tone Under Stress
- 3 How Small Breakdowns Spread
- 4 Communication During Rushes
- 5 Protecting Pace Without Losing People
- 6 Recovery When the Shift Is Already Hard
- 7 Decision-Making Under Time Pressure
- 8 Keeping Standards Without Creating Panic
- 9 Debriefing After a Difficult Shift
- 10 Building a Team That Can Hold Under Pressure

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.