



SUMMIT
HOSPITALITY OPERATIONS

FREE FIELD GUIDE FOR HOSPITALITY LEADERS

THE SUMMIT Shift Reset GUIDE

Five questions and one simple action board to make the next shift clearer, stronger, and easier to follow.

OBSERVE. COMMUNICATE. ADJUST. VERIFY.

A practical reset before today's confusion becomes tomorrow's routine.

Five questions before the shift moves on.

You do not need a long meeting. You need enough shared reality to choose the next action and make ownership visible.

01

What is unclear right now?

Name the condition without blaming a person.

02

What matters most on the next shift?

Choose the priority that protects the operation.

03

Who owns the result?

One owner coordinates the solution; others can still help.

04

What did the receiver hear?

Use repeat-back to confirm the action, owner, and due time.

05

When will we check the result?

A task is not closed until the outcome is visible.

USE IT ON THE NEXT SHIFT

The one-action shift board

Write one real action. Keep the language plain. Confirm what happens next if the owner becomes blocked.

CONDITION	What is happening that needs to change?
ACTION	What specific result must be produced?
OWNER	Who will coordinate this result to completion?
DUE TIME	When must it be finished or reviewed?
SUPPORT	What authority, information, or help does the owner need?
NEXT CHECK	How and when will the outcome be verified?

REPEAT BACK The action. The owner. The due time. What to do if blocked.

Carry the lesson into the next shift.

01 Every shift better than the last.

Perfection is not the daily requirement. Honest observation and steady improvement are.

02 Teach before you inspect.

People deserve a clear standard, the right tools, practice, and support before judgment.

03 Repeat-back protects understanding.

Communication is not complete simply because instructions were spoken.

04 Accountability is not blame.

Blame carries the problem. Accountability gives clarity and support to carry the solution.

05 A checklist must lead somewhere.

Information has value when someone uses it to decide, support, correct, or improve.

Have one recurring operating problem?

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