MUM Visits Checklist

Tools For Operators · https://jeffreysummers.com/docs/mum-visits-checklist/

Most area manager visits end the same way. The area manager walks out with the diagnosis, the priority, the owner and the follow-up date. The GM walks out with a to-do list.

That visit develops the area manager. The GM learns to wait for the next one.

The visit should test the GM’s plan, not replace it. He reads why the pattern happened in his unit. He names the priority. The area manager’s job is to test it against the Guest, the cast, the GM and the owner, and to find out whether the GM can see what’s coming before anyone tells him.

If he can’t name a priority, that’s the finding.

Before you open it, answer one question: what is your visit for? Then compare your answer to how I’d outline mine (attachment).

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