PEAK SEASON SELF-CHECK · MMM TRAINING

The Busy Season You Can't Rehearse

90 SECONDS

For restaurant, retail and service businesses. Tick what's ready before volume arrives.

Peak season doesn't create problems. It just removes the slack that was hiding them.

TICK ONLY WHAT IS TRUE TODAY — NOT WHAT YOU INTEND TO FIX

- [ ] **I know my week-by-week staffing need before the season starts.**
  If not: you'll over-hire early, run short late, and pay a premium for both.
- [ ] **Seasonal training is written down, not delivered on the fly.**
  If not: standards drop exactly when the most customers are watching.
- [ ] **Managers know their overtime authority before it's needed.**
  If not: overtime gets approved in the moment by whoever is asked, and totalled later.
- [ ] **There's a plan for the week volume drops back.**
  If not: you'll carry peak labor into a non-peak month and feel it immediately.
- [ ] **Returning staff have a faster path than brand-new hires.**
  If not: you're spending scarce training hours on people who already know the job.
- [ ] **Last season's problems are written down somewhere.**
  If not: you will solve the same three issues again, from memory, under more pressure.

Now count the boxes you left empty.

Whatever isn't documented before the season starts won't get documented during it. There simply isn't time.

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0–1 blank
You're in good shape
Tighten the one gap before it becomes the one that costs you.

2–3 blanks
This is most businesses
Real money is sitting here. The fix is usually writing things down, not hiring.

4–6 blanks
Your business runs on you
Nothing is broken yet. That is exactly why now is the cheap moment to fix it.

WHAT THIS USUALLY COSTS

Peak season is where gaps get expensive fast.

Every unmanaged hour repeats daily at the busiest time of your year. The Operational Clarity Audit finds the gaps while you still have time to close them.

Operational Clarity Audit
From $750
Book at mmmtraining.org

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