The Missed Commitment

We took the notes. You put them to work.

Companion to: Why Do My Restaurant Managers Keep Making Excuses?

THE PROBLEM, NAMED

An important management task was not completed. A reason was offered, but no confirmed recovery plan exists.

THREE THINGS TO REMEMBER

- A real interruption can explain a miss without closing the responsibility.
- Investigate the assignment and resources before judging the manager.
- Every unfinished task needs an owner, a recovery decision, and verification.

WHAT TO NOTICE

- Look for a disappearing task, an impossible assignment, or a repeated avoidable miss.
- Check the original expectation, actual workload, authority, and who was informed.

TRY THIS NEXT SHIFT

1. Choose one recurring missed commitment that actually matters.
2. Ask what was agreed, what interrupted it, what remains open, and who was told.
3. Assign a feasible recovery action, owner, deadline, and verification check.

RECORD ONLY WHAT YOU SEE

Original task / expected finish: _____

Interruption or evidence: _____

Recovery owner / new deadline: _____

HOW TO KNOW IF IT HELPED

- At the next check, confirm the task is finished, not just explained.
- If the same obstacle recurs, correct workload, handoff, or accountability controls.