

LEADERSHIP THROUGH OWNERSHIP

THE INFINITE GAME



TOP 4 REASONS PEOPLE QUIT

1

2

3

4

TOP 4 REASONS PEOPLE QUIT

- 1 LEADERSHIP
- 2
- 3
- 4

TOP 4 REASONS PEOPLE QUIT

- 1 LEADERSHIP
- 2 POOR TRAINING
- 3
- 4

TOP 4 REASONS PEOPLE QUIT

- 1 LEADERSHIP
- 2 POOR TRAINING
- 3 LACK OF GROWTH
- 4

TOP 4 REASONS PEOPLE QUIT

- 1 LEADERSHIP
- 2 POOR TRAINING
- 3 LACK OF GROWTH
- 4 PAY

Note takers are money - makers



Knowledge is **NOT** power.



Knowledge WITH action = REAL power



Don't let your past dictate your **future.**



the growth mindset

tools + mindset





How many purple items?

80/20

Bottom line:

“All problems are 80% RESOURCEFUL, 20% RESOURCES.”

It's not about resources, it's about being resourceful



THE DATA

70% of restaurant customers visit
only once and never return

THE DATA

4 out of 5 “repeat” customers
disappearing every year

THE DATA

60% of total sales come from repeat
customers

THE DATA

Increasing your retention by 5% will
increase **PROFITS** by up to 25%

This needs to be our **obsession**





Focus + Clarity + **Innovation**



“The man who does more than he is paid for will
soon be paid for more than he does”

-Napoleon Hill

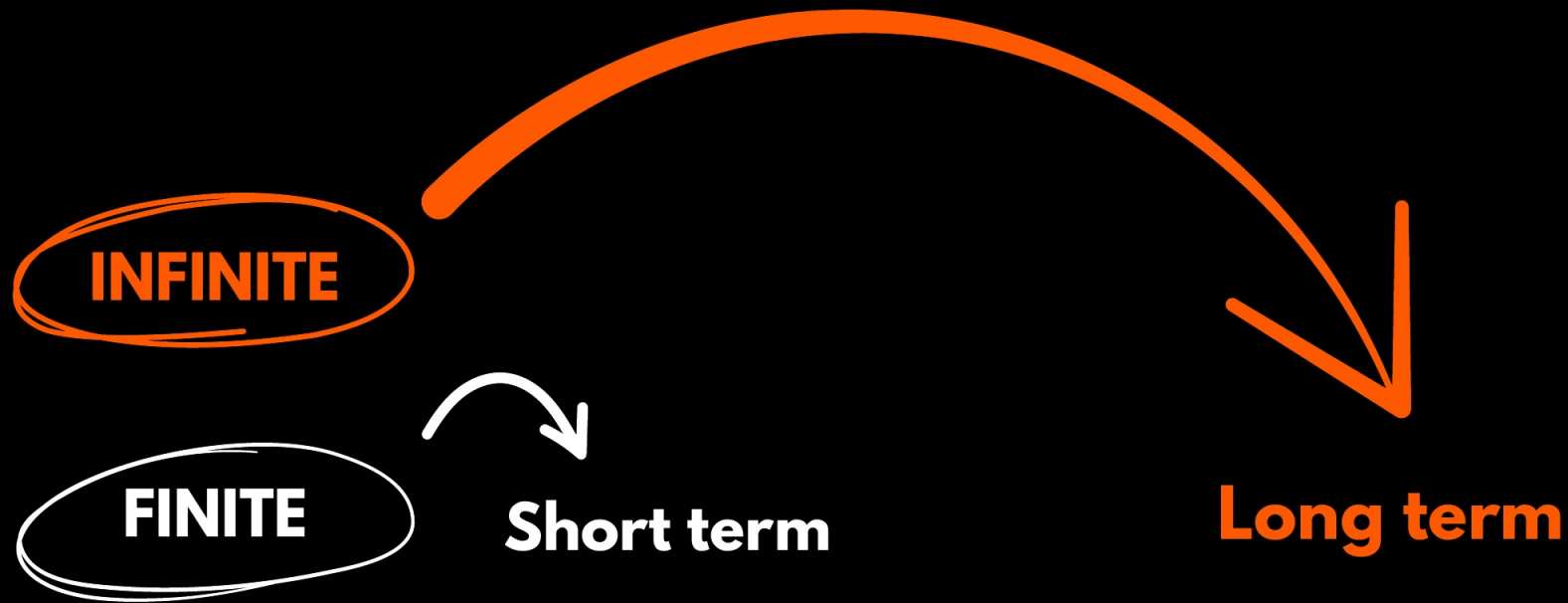


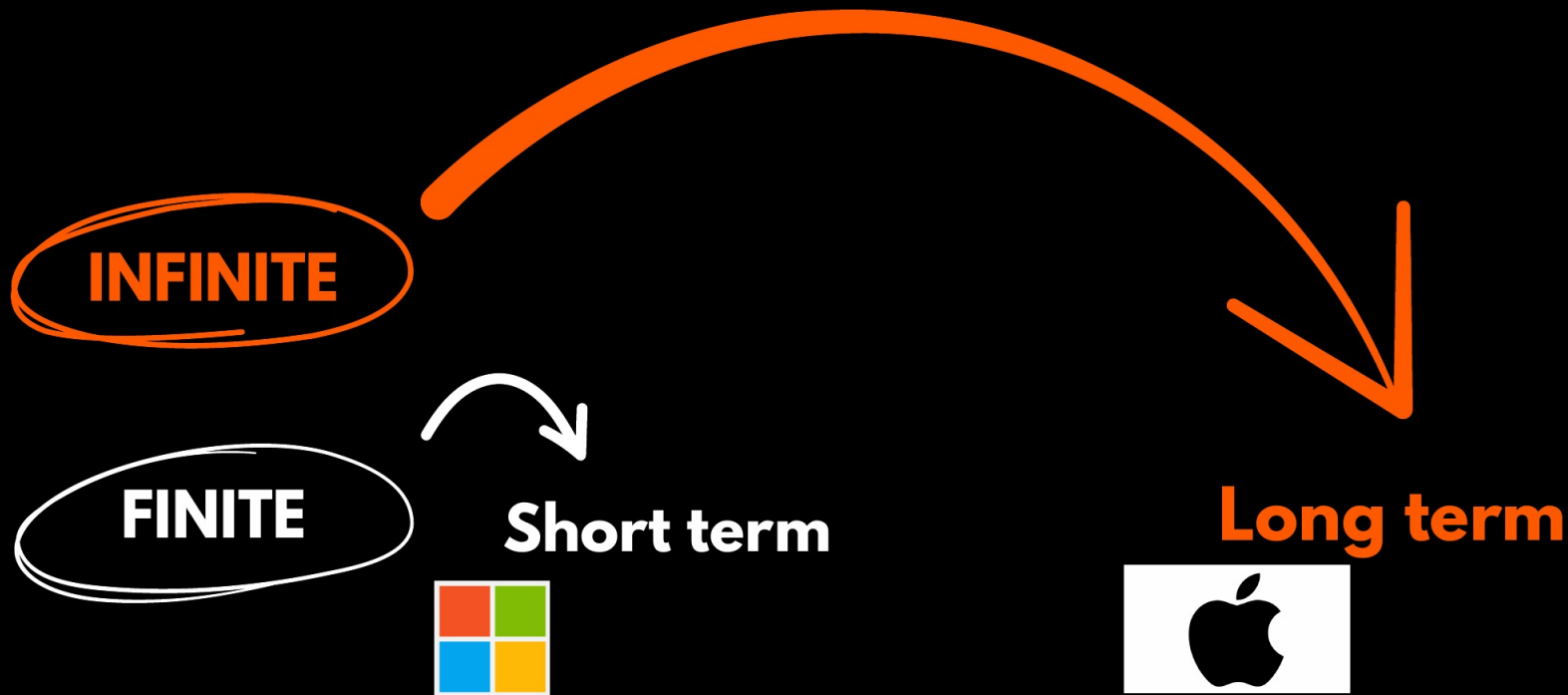
Focus + Clarity + Innovation

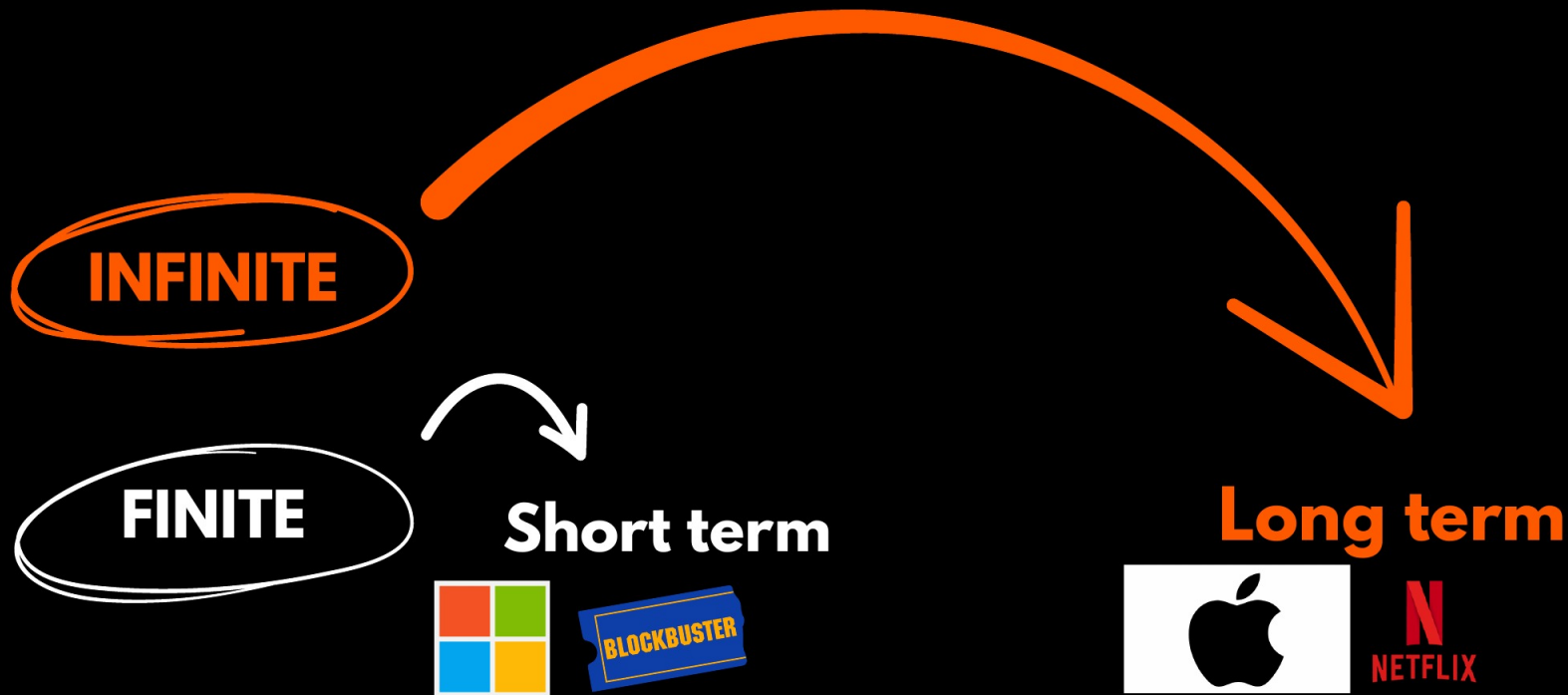
CORE TRUTHS

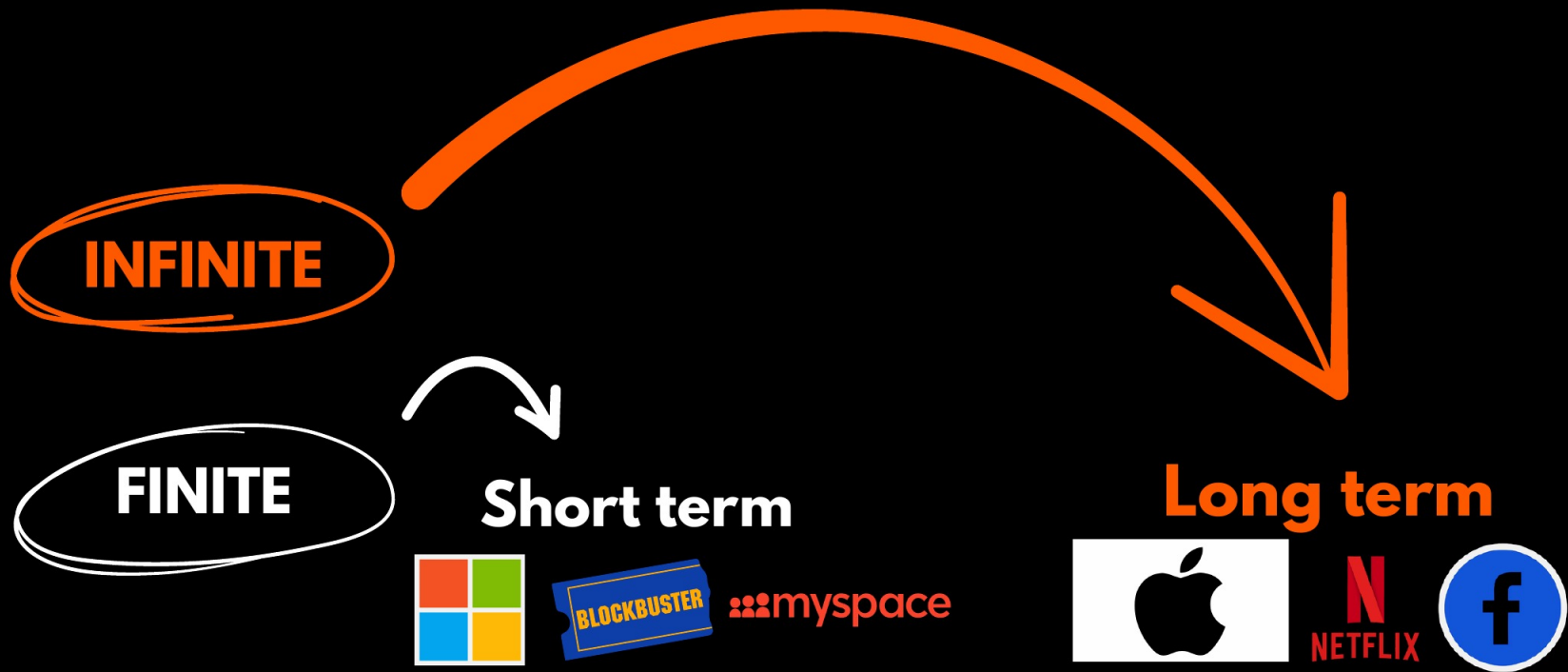
Thinking like everyone else = average results -
It's time to change everything:

Paradigm Shift: Finite vs Infinite Mindset









WE HAVE ONE MISSION:
EXPERIENCE



It all starts with a MEMBER **FIRST** mindset



Focus + Clarity + Innovation





2001



SALES: \$1 Billion



THE RITZ-CARLTON

2001:

Chick-fil-a consults with The Ritz
Carlton to develop their customer
experience and training.





2025 
SALES: \$25 Billion



2025 SALES



\$6.8
Billion



4,173
LOCATIONS



\$33.9
Billion



6,700
LOCATIONS



\$25
Billion



6,000
LOCATIONS

THE CRAZY PART →



2025 SALES



\$6.8
Billion



4,178
LOCATIONS



\$33.9
Billion



29,900
LOCATIONS



\$25
Billion



2,964
LOCATIONS

THE EVEN CRAZIER PART 



CLOSED ON
SUNDAYS!

Focus + Clarity + Innovation



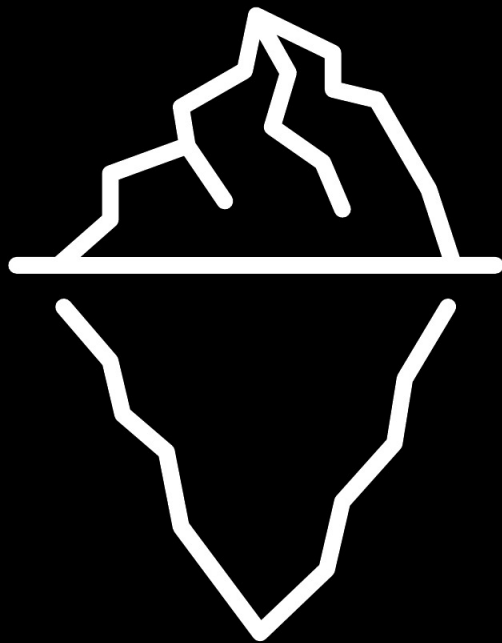
Service vs hospitality

(TIME AND MONEY)

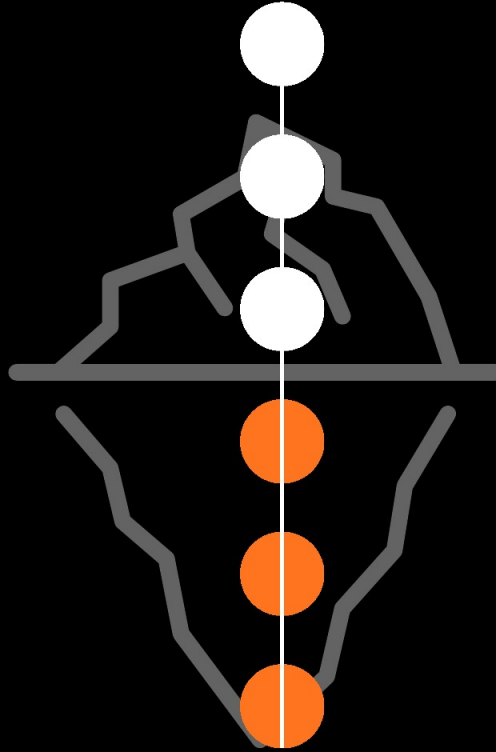
Unconditional hospitality

rewiring mindsets

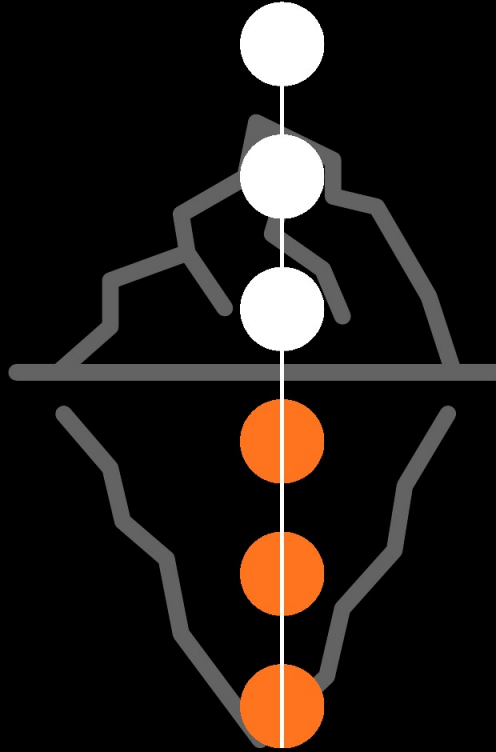




Mindset



story telling



First dinner analogy



“Earn your leadership every day.”
— Michael Jordan



THE 4 CORNER STONES OF ADVANCED LEADERSHIP

**EMOTIONAL
INTELLIGENCE**



GUEST RECOVERY



INSPIRATIONAL



**ACCOUNTABILITY
MASTERY**



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THE 4 CORNER STONES OF ADVANCED LEADERSHIP

EMOTIONAL
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ACCOUNTABILITY
MASTERY

STANDARDS

“Every standard you let slip is the NEW standard”

THE 4 CORNER STONES OF ADVANCED LEADERSHIP

EMOTIONAL
INTELLIGENCE



GUEST RECOVERY

INSPIRATIONAL



ACCOUNTABILITY
MASTERY

PROTECT YOUR STRONG

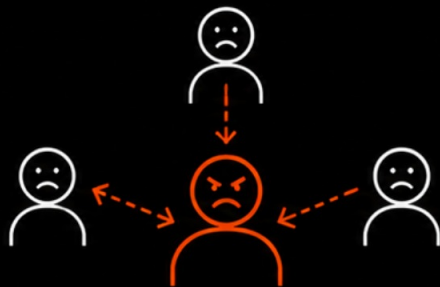


THE BAD APPLE EFFECT.



30-40%
WORSE PERFORMANCE

Teams with just one negative member performed **30% to 40%** worse than teams without one.



**CONTAGIOUS
NEGATIVITY**

The negativity was **contagious**: teammates unconsciously began to mimic the bad behavior (slacking off, arguing, or withdrawing) to protect themselves.



KEY INSIGHT

The “**bad apple**” did not just sink their own boat; they caused the other high-performers to **stop rowing**.



Own the outcome, not the effort.

"I told them" is effort. "They did it" is the outcome. If the standard was not met, you did not train it, check it, or enforce it. Fix your part first.



Own the mistake out loud.

When something breaks, the leader names their piece of it before anyone else speaks. "I didn't walk the line before doors. That's on me."
Done publicly, this makes it safe for everyone else to own theirs.

Own the plan.

Decisions that affect your team are yours to explain, even ones you didn't make. "Corporate said so" is abdication. Understand the why, or push back until you can. Then deliver it as your own.



Own the standard.

Whatever you walk past, you just approved. The leader's tolerance level is the team's ceiling. If you see it and say nothing, it is now your standard.



Own the employee.

If someone on your team is underperforming, you have three options: train them, move them, or remove them. Complaining about them is not a fourth option.

TRAIN.
NURTURE.
COACH.



IS THAT A
10/10?

KEEP.

START.

STOP.



THE NOT WORTHLESS PRE-SHIFT

Focus + clarity + energy + interaction

how do I make **time**?



80/20

18 MINUTES

