

## THE NEXT STEPS ON YOUR JOURNEY

- Revisiting Our Intent
- Starting on Your Journey
- The Expectations of a Model Manager
- The Discipline Ahead
- Building the Model Store
- Impact on AOR Development
- Road Map to the Perfect Service Experience
- Pride in the Brand



## Notes

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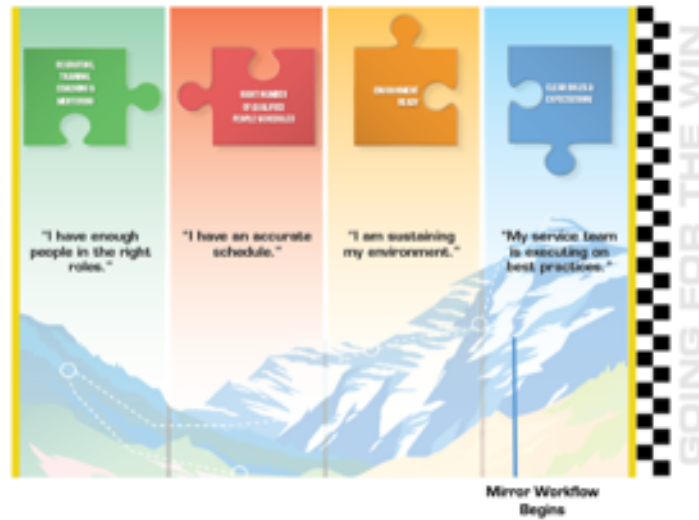
- The Role of a Store Manager through AOR
- What it means to be a Servant Leader
- How to create a Culture of Winning



**NOW IS THE TIME FOR DISCIPLINED ACTION**  
throughout today's experience.

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START



## Notes

## 1. Create a Culture of Winning

- 2. Become proficient in your AORs:**

- ### 3. Work through your people:

- ### 3 CORE FUNDAMENTAL RESPONSIBILITIES

### Earn the Visit

[Learn More](#)

### 3 Phase CES with Threaderit

[Learn More](#)

## Workflow

Luxury Hotels

## Recruiting / Training / Coaching / Mentoring

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- Recruiting / Hiring / Onboarding
- Mentorship / People Development
- Share Dream
- Turnover / Retention
- Employee Evaluation

### Environment Ready

- Managing I/O's Through ADR
  - Backroom I/O
  - Greenroom I/O
- Physical Inventory
- Manager Only Duties

### Clear Roles and Responsibilities

- Rule of a Servant Leader
- Ownership
- Whirlwind Gauge Exercise
- LEAD
- Manager Daily Duties
- Managing Through Your Stress

### Right Number of Qualified People Scheduled

Staffing **Reviewed**  
Scheduling

## 4



			
<p><b>Through your leadership you have a plan to:</b></p> <ul style="list-style-type: none"> <li>Recruit &amp; Staff Proactively</li> <li>Interview and hire the best people possible.</li> <li>Develop employees through the Mentorship Program</li> </ul>	<p><b>Through your leadership you have a plan to:</b></p> <ul style="list-style-type: none"> <li>Use the tools available to staff your store to the needs of your customers:             <ul style="list-style-type: none"> <li>Employee availability</li> <li>Certifications</li> </ul> </li> </ul>	<p><b>Through your leadership you have a plan to:</b></p> <ul style="list-style-type: none"> <li>Empower your SS Assistant Manager</li> <li>Execute a sustainable SS Plan</li> </ul>	<p><b>Through your leadership you have a plan to:</b></p> <ul style="list-style-type: none"> <li>Care for and Cultivate a strong team of Coaches:             <ul style="list-style-type: none"> <li>Workflow Assistant Manager</li> <li>SS Assistant Manager</li> <li>Assistant Manager</li> <li>Service Coordinators</li> </ul> </li> <li>Practice with a purpose</li> </ul>

ONCE YOUR REGION DEMONSTRATES THE REQUIRED DISCIPLINE WITHIN ALL FOUR PUZZLE PIECES, YOUR SVP & RVP WILL WORK TOGETHER TO PLAN THE LAUNCH OF MIRROR WORKFLOW.

## Notes

10 of 11

	Store Manager	Sr. Assistant	Marketing AM	Workflow AM	SS AM
PSE Strategy	X	X	X	X	X
Recruiting, Training, Coaching, Mentoring					
Staffing / Hiring	X	X			
Employee Development	X	X			
Mentorship	X	X	X	X	X
The Right Numbered of Qualified People Scheduled					
Scheduling	X	X			
Environment Ready					
SS Workplace Organization	X		X		X
Clear Roles & Expectations					
Execution of Best Practices	X	X	X	X	X
Coaching	X	X	X	X	X
Workflow Sustainment				X	X

## This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

- KC Support Page
- PSE Core Team
- Road Map Guide
  - Step by Step approach
  - Disciplined within each puzzle piece
  - Tools to use
  - Support team for each puzzle piece

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