

Setting the Example

“Setting an example is not the main means of influencing another, it is the only means.”

-- Albert Einstein

In what ways do you influence your employees regarding:

- Personal conduct
- Integrity
- Productivity
- Common decency
- Service to others
- Attitude towards customers/guests/members, the establishment, and your job
- Quality
- Teamwork
- Taking responsibility and initiative
- Solving problems instead of complaining
- Watching the pennies of the business
- Caring for the establishment’s furniture, fixtures, and equipment
- Good organization and efficiency
- Cleanliness and order
- Safety
- Security
- Consistently doing the right things
- Sharing praise and shouldering blame
- Being a “stand up” person
- Looking out for others

Don’t expect your employees to be the kind of person you aren’t or do the things you don’t do. Your work team is a reflection of you. If it’s not performing well, you have no one to blame but yourself.