

**What caused my poor service experience? What was the effect? What was the result of the cause and effect?**

Employees don't care  
Dissatisfied customer  
The reputation of the restaurant was damaged  
No tip  
Word of mouth complaint  
Bad customer service  
Lack of leadership  
Lack of communication  
Lack of training  
Lack of passion for job  
Guest suffered poor service  
Wasted food  
Multitudes have heard of bad experience  
Loss of business  
Loss of revenue

**What proactive steps could you take to ensure an exceptional experience (for your staff)?**

Instant Gratification  
Contests – Awards  
Make schedule ahead of time so they can make plans with family and friends  
Text your staff to keep them informed  
Give recognition for a good job  
Delegate responsibility for motivation  
Proper training – Subway University  
Turn a mistake or negative into a positive

Challenge them  
Lead by example  
Ask for their input  
Be consistent  
Show responsibility  
Recognition/Praise/Reward  
Create positive atmosphere  
Thank them

Example  
Reward  
Demonstrate

Lead by example

Encourage

Praise

Excitement

Challenge

Games/Goals

Tell

Show

Teach others

Store incentives

Lead by example

Reinforce positive action

Technology updated

Reward for hard work

Create a family atmosphere

Get rid of the losers