

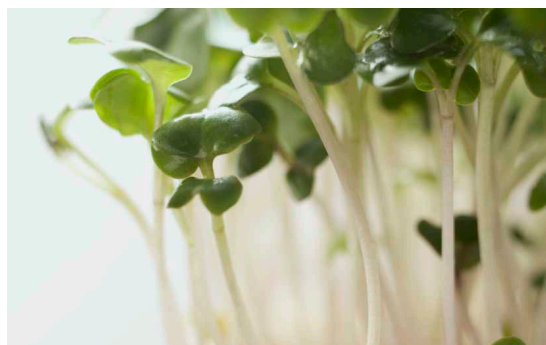
THE HERB N' KITCHEN COACH

Things to Remember – Leader Four



HERB N' KITCHEN

— NEW YORK CITY —



The Benefits of Being a Great Coach

Improves Team Strength

A stronger team makes work easier for everyone. Things get done, guests are happy, and success becomes a behavior rather than a result.

Law of Attraction

We become a 'magnet for talent.' People want to work for great coaches...for great developers of people.

Builds Relationships

Great coaches are rewarded with a network of support. The people you have coached will remember you and will respond if you need their help.

We Develop Our Own Expertise

Coaching enhances our own skills. The more we coach, the better we get at it and the more we learn about ourselves and others.



THE HERB N' KITCHEN COACH

Things to Remember – Leader Four

Delivering Feedback in 5 Easy Steps:

1. Give A Reason for Feedback.

“Do you remember in your training how we emphasized the importance of making our guests feel relevant?”

2. Provide an Example of the Observed Behavior.

“I happened to notice that a few guests just walked in and you didn’t acknowledge their arrival. Did you realize you did this?”

3. Highlight the Impact of the Behavior.

“What would you think if you were a guest and the first employee you came into contact with did not welcome you, how would you feel?”

4. Was the Behavior Appropriate? Define Next Steps.

“What can we do to ensure this does not happen in the future?”

5. Thank Your Team Member.

“Thank you for supporting Herb n’ Kitchen’s values and culture.”

When Do We Coach?

Feedback for Improvement

- When our team members get off track, or display off-brand behavior, we need to coach them back on track!
- We need to respond as soon as possible to any performance deficiency.
- Lack of awareness or lack of training needs to be addressed before we can appropriately hold our team members accountable.

Feedback for Excellence

- When recognizing, encouraging and sustaining positive performance is justified, we provide feedback for excellence. When our team members perform well, we need to coach that positive behavior and encourage it to continue.
- We need to respond as soon as possible when observing or being made aware of positive behavior.
- If we ignore positive behavior, it may disappear.