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# Unreasonable Hospitality

THE REMARKABLE POWER OF GIVING PEOPLE MORE THAN THEY EXPECT

*by will guidara*

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# Hi!

## WHAT IF WE GAVE THOSE THAT REPORT TO US MORE THAN THEY EXPECT?

While on the surface it might seem like *Unreasonable Hospitality* is about providing a great customer experience in the restaurant world, it's way more than that.

Alan Mulally, the CEO of Boeing and Ford said "In this book, Will Guidara shows us how to lead and to serve at the next level by building a foundation of hospitality and creating a people-first 'working together' culture. It's an inspiring book for businesses in every country."

At the end of the day, managers are there to support the success of their teams. Getting inspiration and tips from Will's experience focusing on people in order to claim the #1 restaurant in the world spot is an opportunity you don't want to miss out on.

I hope you enjoy this read as much as I did!

-Erin

# READING PLAN

## STICK WITH THE READING PLAN OR GO AT YOUR OWN PACE

| WEEK ONE | WEEK TWO | WEEK THREE | WEEK FOUR |
|---|---|---|---|
| CHAPTERS 1-5 | CHAPTERS 6-10 | CHAPTERS 11-15 | CHAPTERS 16-20 |

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# DISCUSSION QUESTIONS

**Language Creates Culture - p. 28:** What phrases or tenets define how your team (or company) operates? How can you better intertwine this practice in your management?

**Invite Your Team Along - p. 62:** How are you ensuring your team feels seen and appreciated? How are you ensuring they have clear expectations? How are you looping them into decisions, so you increase their level of ownership?

**Don't Cannonball - p. 64:** If you are a new manager, or you are going into a new project, how can you "ease into the pool"? How can you connect with new people and truly listen before taking action?

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**Build a Cultural Bonfire - p. 84-85:** Do you need to adjust the type of person you are hiring? How do the environment influence someone's success? What type of person has been successful? How do you become more thoughtful in your interviewing process? *Check out the Great Hiring course!*

**Know Why Your Work is Important - p. 98-99:** Why are you a manager? Why are you at your current company? Why did you get into the field you did? How can you make it your mission to help the people who work for you see what's important about what they do?

**Find the Win/Win/Win - p. 108:** How can you give your team more responsibility, so they become more responsible? How can you empower your team more than you are doing today? What fear do you need to plan for in order to "let go"?

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**Listen to Every Idea - p. 116:** How can you develop a culture with your team where they deeply believe you are open to new ideas? Have you previously shut down ideas?

**The Customer Isn't Always Right - p. 129:** How can you better protect your team from disrespectful internal or external customers? Where can you set better boundaries?

**Don't Go to Bed Angry - p. 133-134:** How can you develop your team members to become great at conflict resolution? Do you need development on this - do you avoid conflict or address it head on?

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**Learn Their Tough-Love Language - p. 136-137:** How are you ensuring a standard of excellence through performance coaching? How often are you providing feedback on development areas? How can you pivot to a mindset as providing corrective feedback being an investment into their future instead of a negative thing?

**Create Your Own Traditions - p. 142-143:** What processes or ideas are you clinging to that might be outdated? What have you essentially made "off-limits" to being reevaluated?

**Use Every Tool in Your Tool Kit - p. 152:** What tools are in your manager toolkit? How are you investing daily in becoming a better manager for your team? *Check out the Manager Development Guide and Manager Material Job Description in Action Guides.*

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**Persistence and Determination Alone Are Omnipotent - p. 153-154:** Where can you be more persistent in advocating for your team? Is there something you know is right like Will did about applying to the association despite his manager's initial objections? Where have you accepted the first "no" and backed down when you should have pushed back?

**Restoring Balance - p. 155-156:** Where are you disconnected from the team reporting up to you? Where can you be better connected to what's going on and properly performance managing the team?

**Slow Down to Speed Up - p. 156-158:** How are you taking care of yourself? What are the things you need to do when you start to feel worn down? *Make sure to check out the Manager Wellness Guide in Action Guides.*

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**Ask for Help - p. 161:** Where are you overcommitted? What do you need support on?

**Earning Informality - p. 181-182:** How can you ensure your approach to managing your team is an "invite" approach rather than a "force" approach?

**Have Courage, Just Start - p. 185:** What do you want to do to improve the engagement of your team/your company that feels scary and big? Start by saying it out loud to someone else, and then start.

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**"No idea!" - p. 190:** Where can you trust your team more? Where can you reinforce that like Will did with JP Pullos on the ticketless coat check project?

**Get Your Hands Dirty, Be Vulnerable - p. 194-195:** How can you walk a mile in the shoes of those on your team like Will talks about one page 194? How can you be more human with your team (without oversharing)?

**Being More Thoughtful - p. 214-217:** Where can you be more thoughtful when it comes to your team? Will talks about what companies can do, but how can you apply that same principal in individualizing reward & recognition?

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**Admit Your Mistakes - p.232-233:** Are you modeling accountability for your mistakes with your team? What's holding you back?

**Don't Limit Yourself - p.238:** Just because the work world has modeled subpar management, doesn't mean it has to stay that way. Don't let history hold you back from challenging the status quo on what it means to be a great manager of your team. With that in mind, what's the first thing you would change if there were no limits?

**Excellence Brought You to the Table, What's Taking You to the Top - p.250:** Being excellent at your job is only part of the puzzle. How is your management journey going to set you apart from the masses? How are you going to become a manager people love to work for, learn from, and desire to embody as they themselves grow to lead their own teams?