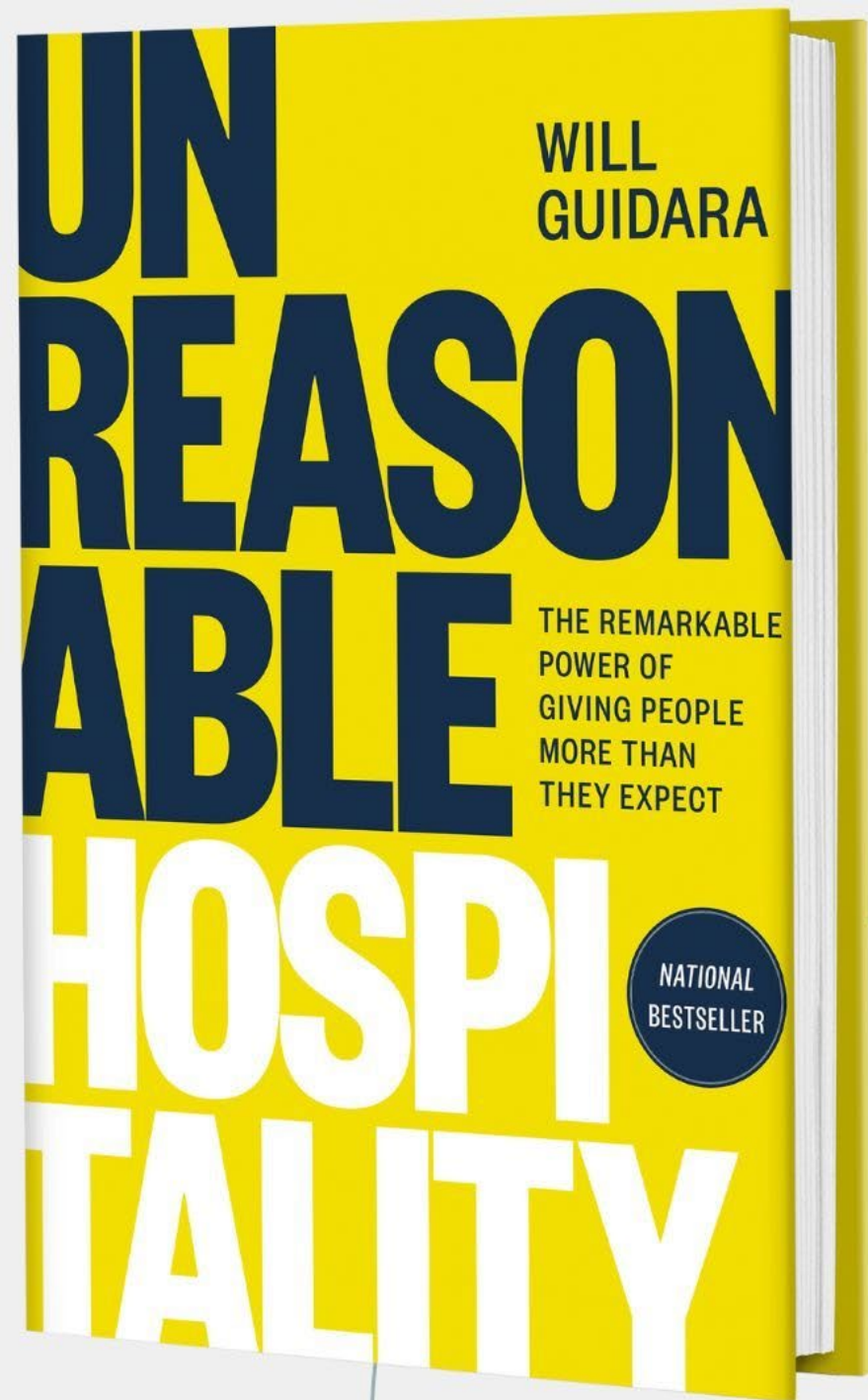


The  
remarkable  
power of  
giving  
people more  
than they  
expect



Describe unreasonable  
behavior

---

What are some examples?



# Definition of unreasonable

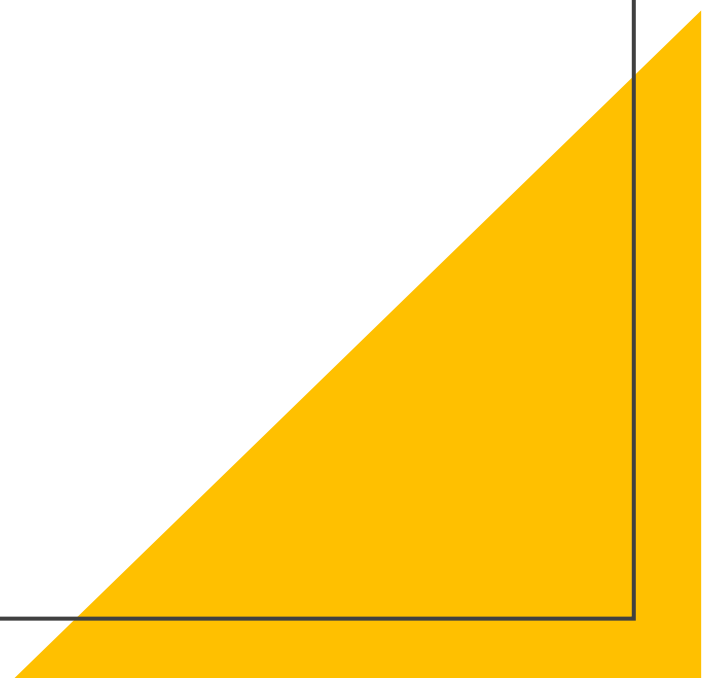
un-rea-son-a-ble  
adjective

not guided by or based on good sense.

“your attitude is completely unreasonable”

\* beyond the limits of acceptability or fairness

“an unreasonable request”



# What if we look at it another way?

---



designed by freepik.com

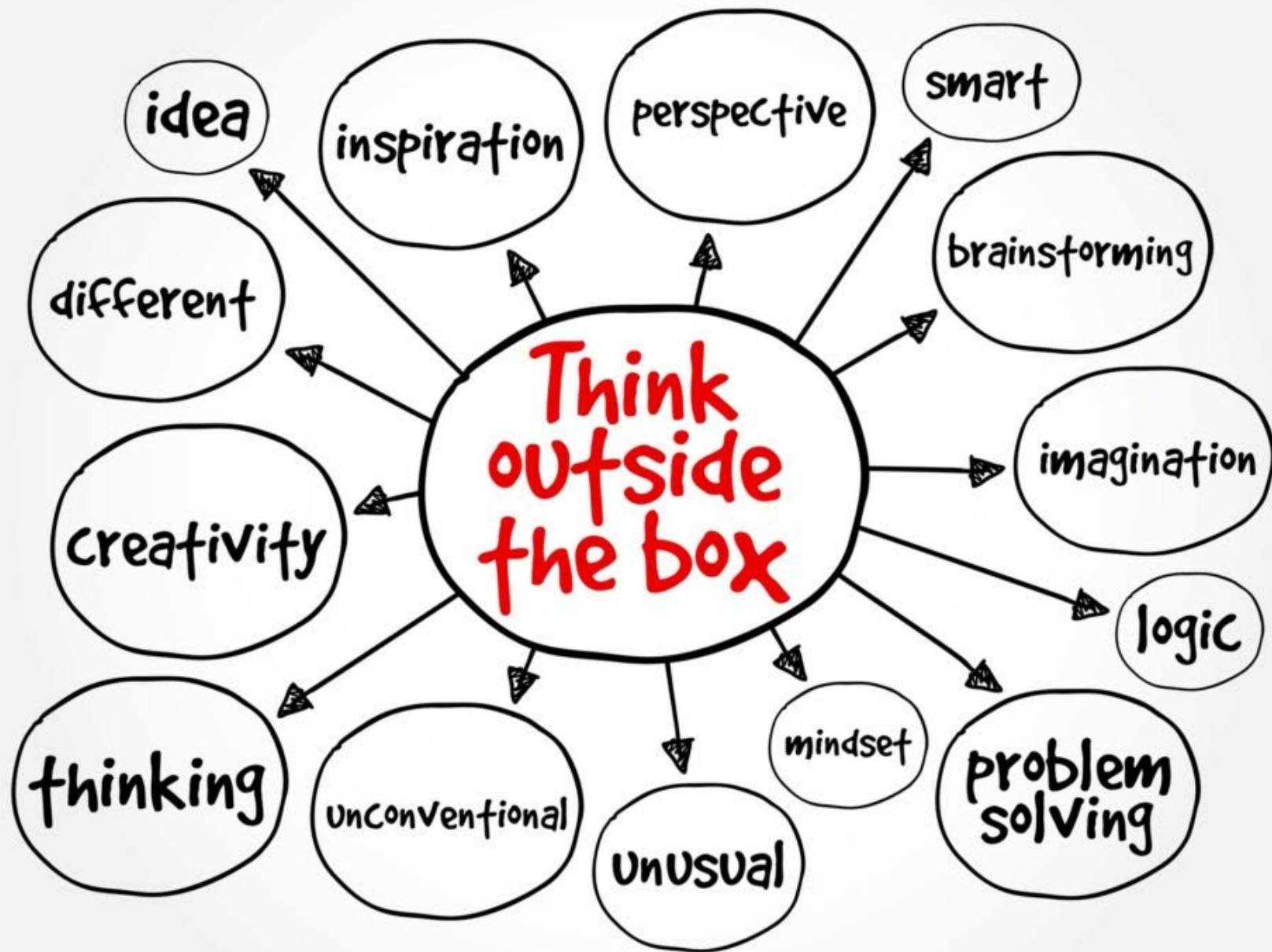
*Thinking  
Creatively, Freely  
& Off the Beaten  
Path....*

# Thinking outside the box... why?





- Thinking outside the box allows you to: Generate new and creative ideas that challenge the status quo. Solve problems more efficiently and effectively. Identify opportunities that may have been overlooked. Jan 20, 2023
- When we think outside the box, we become better thinkers and more engaged.

Who doesn't want to work with people like this?





Most people think of hospitality as something they do. Will thinks about service as an act of service—about how his actions make people feel. And he recognized that if he wanted his frontline teams to obsess about how they made their customers feel, he had to obsess about how he made his employees feel. The two cannot be separated: great service cannot exist without great leadership.



**Will Guidara**

*Unreasonable Hospitality: The Remarkable Power of Giving People More Than They Expect*



Hospitality is all  
about creating  
connections with  
your guests

**Who are you guests?**





Service is  
Black &  
White

---

COLOR

**Hospitality is .**

**We have an  
opportunity - a  
responsibility -  
to make magic  
in a world that  
desperately  
needs more of it.**



---

## **Go Above & Beyond –** even in little ways

- Enthusiasm is contagious
- Kindness creates connections
- Forgiveness is essential
- Patience
-

**The  
remarkable  
power of  
giving  
people more  
than they  
expect**

How do you feel  
when someone  
gives you more than  
you expect?

Share some examples





PEOPLE WILL FORGET  
**WHAT YOU SAID,**  
PEOPLE WILL FORGET  
**WHAT YOU DID,**  
BUT PEOPLE WILL NEVER FORGET  
**HOW YOU MADE**  
**THEM FEEL.**

- MAYA ANGELOU -

