



## EP. 123 & 124 RITZ CARLTON CO-FOUNDER HORST SCHULZE WITH HOST DON YAEGER

### PART 1

(4:30) Don't come to work, come here to be \_\_\_\_\_, which I didn't understand because what is excellent about washing dishes? I learned that even if I'm a dishwasher I can define myself as a gentleman.

(7:15) *Reflection Question: Excellence is not an accident, it is the result of high intent and hard work. Your high intent needs to be expressed the moment you select and orient an employee. Then it needs to be repeated regularly. What is your organization's high intent? How often do you repeat it?*

*Horst's hotel example: Our high intent is not that people have a place to sleep. It is that our guests feel respected, honored and welcomed.*

(9:15) When you accept the role of a leader, you accept the responsibility to be a positive influence in the life of others, and accept that you are the representative of the objectives of the company. You lose the right to \_\_\_\_\_. Your mission is to find answers.

(16:00) In all cultures there is a subconscious expectation for what your organization delivers in three areas: Product, Timeliness, and Service. *Reflection questions:*

*What systems and processes do you have in place to ensure your product is defect-free?*

*What systems and processes do you have in place to ensure your product gets to your customers when they want it?*

*What systems and processes do you have in place to ensure your service exceeds expectations?  
\*THIS piece develops loyalty exponentially faster.*



## EP. 123 & 124 RITZ CARLTON CO-FOUNDER

HORST SCHULZE WITH HOST DON YAEGER

### PART 2

(6:00) *Reflection Question: Mission is what we DO. Vision is the DREAM that will take you there. What is your organization's mission? What is your organization's vision?*

(7:05) Offer purpose, not just \_\_\_\_\_. We cannot be fulfilled without purpose.

(9:20) A \_\_\_\_\_ is a group of people that have a common objective that we will all benefit from. In sports, the benefit is that we get to win.

(13:50) The first three days of orientation, we did not teach them what to do, we teach them \_\_\_\_\_.

(14:00) *Reflection Question: Which of the following is a strength of your organization? Which of the following is a weakness? How can you improve that process?*

1. Select employees
2. Orient employees
3. Teach employees
4. Sustain employees

**Part 1 answers:**

excellence

make excuses

**Part 2 answers:**

function

team

who we are

***WILL YOU PLEASE LEAVE US A RATING AND A REVIEW ON APPLE PODCASTS & SPOTIFY?***

*Together we can add value to people who multiple that value to others.*