



## EP. 146 VIRGIN VOYAGES CEO

TOM MCALPIN WITH HOST DON YAEGER

(11:30) If you try to be all things to all people, that is \_\_\_\_\_.

(12:50) My key to success is all about hiring great people. If you hire great people, let them do their job, give them the resources and the support that they need, and then hold them \_\_\_\_\_.

(13:50) If this was your company and your \_\_\_\_\_, what would you do? Letting them make decisions gives them confidence and ownership.

(16:45) We want this to be the best gig of their life. I learned early at Disney: If you want your customers to be taken care of, take care of your \_\_\_\_\_.

(24:00) *Reflection Question: Tom said, "If you have the global culture, the details will get filled in by the teams." How would you define your global culture?*

(24:00) I spend time with my teams. I like to \_\_\_\_\_ and talk to people and go see people in the reservation department and talk to people down on the fifth floor and up on the seventh floor and see what they're doing.

**Answers:**

very difficult  
accountable  
money  
crew  
walk around



The Savannah Bananas *peeled* back the game of baseball and made it fun again. I loved writing their story! - Don Yaeger

