

The Magnetic Manager

How to Be the Boss No One Ever Wants to Leave



Welcome!
Today's webinar will be starting shortly.

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Special Guest



Mel Kleiman



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“People leave managers, not companies.”

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The Background

- Over 30 years helping employers build better hiring and retention processes
- Interviews with thousands of both active and passive candidates
- Conducting both exit and stay interviews

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The Questions We Asked

- Why are you looking?
- Why did you leave?
- What would have made you stay?
- What could have been done differently?

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The Questions We Asked

- Tell me about the best and worst managers you ever had.
- Tell me about the manager you liked best and the one who got the most out of you.
- How would you rate yourself as a manager?
- What would it take to get you to leave?

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So, What Do Magnetic Managers Do?

Magnetic Managers let only A-Players on the bus:

- They know what an A-Player looks like
- They know how to identify A-Players
- They know why A-Players should come to work for them and stay
- They recognize that A-Players have choices

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So, What Do Magnetic Managers Do?

Magnetic Managers harness the Power of First Impressions:

- In the hiring process
- In the onboarding process

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Make the Most of Your NEW Job

How to Set Up An Effective Employee REFERRAL Program

Effective Onboarding for Independent Restaurants

No More BAD Attitudes How to Stop Hiring Problem Employees

Improve Your Hiring, Selection & Onboarding Practices!

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Employee Data Sheet

[YOUR LOGO HERE]

Employee Data Sheet

WE'D LIKE TO GET TO KNOW YOU BETTER! PLEASE TELL US A LITTLE ABOUT YOURSELF

YOUR NAME (PLEASE PRINT) DATE OF EMPLOYMENT

Your Favorites List

Candy:		Soft drink:
Flower:		Snacks:
Dessert:		Kind of food:
Sports team:		Kind of movie:
Kind of music:		Place to shop:
Charitable organization or cause:		Restaurants:
Group/artist:		Board and/or video games:
TV shows:		Radio station:

Your hobbies/interests/talents: _____

Other than money, if we were to give you an appreciation award, what types of things would you appreciate receiving the most? _____

What three or four things do you like to do for fun? _____

Which clubs or other organizations do you belong to? _____

Please list any training or educational courses you would like to take: _____

Is there anything else you'd like us to know about you? _____

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The Golden Rule Is Wrong

- We should not manage and communicate with others the way WE want others to manage and communicate with us.
- We manage and communicate with others they way THEY want to be managed and communicated with.

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So, What Do Magnetic Managers Do?

Magnetic Managers leverage the Law of RECIPROCITY:

- When you help others get what they want, they will help you get what you want

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So, What Do Magnetic Managers Do?

Magnetic Managers harness the Power of RECOGNITION:

- The #1 motivator that can cost NO money

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So, What Do Magnetic Managers Do?

Magnetic Managers create
a Culture of Accountability

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Leadership & Management Training



Building a Culture of Accountability



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So, What Do Magnetic Managers Do?

Magnetic Managers CARE

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Leadership & Management Training

What Every Owner & Manager Should Know About **TRUST**

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Customer Service & Hospitality Training

How do you **NOT** take things **PERSONALLY?**

How to **INSTANTLY** Connect with Guests and Make **MEMORABLE** **FIRST IMPRESSIONS**

The **POWER** of your **SMILE**

Service VS Hospitality
Why Guest **Loyalty** Depends on **BOTH**

Five Simple, But Powerful Steps To SEATING GUESTS

Four Ways to Deliver Greater Hospitality Starting TODAY!

Identify FIRST TIME Guests
without offending your regulars

The **SCIENCE** of **KINDNESS**
Being Kind is Good for Guests & **YOU!**


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Please Give Us Your Feedback



Just 4 very short questions!

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Q&A





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Thanks for attending!



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