



DELIGHTING OUR INTERNAL
GUESTS
WORKFORCE FOCUS

WE ARE IN THE FOOD BUSINESS



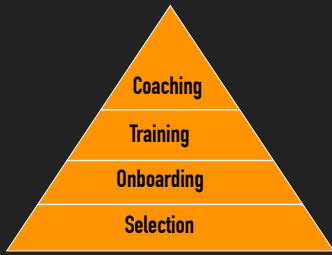
WE ARE IN THE PEOPLE BUSINESS

- ▶ We delight over 15,000 guests each day
- ▶ 89% of those guests are repeat
- ▶ 45% of guests visit more than 1x per week
- ▶ @500 team members
- ▶ We have among the lowest turnover in the industry
- ▶ 70% of our managers started as hourly employees



HOW DO WE DRIVE WORKFORCE ENGAGEMENT?

- ▶ Success starts with selecting the right people
- ▶ Our job is to set them up for success and then help them reach their potential



The ability to make good decisions regarding people represents one of the last reliable sources of competitive advantage, since very few organizations are very good at it.

Peter Drucker



GET THE RIGHT PEOPLE ON THE BUS

HIRE CHARACTER.
TRAIN SKILL.

PETER SCHULTZ

70%

of new hires decide whether to stay or leave within the first six months.

HUMAN CAPITAL INSTITUTE



CREATE AN EMOTIONAL CONNECTION ON THE 1ST DAY

HIRE CHARACTER.
TRAIN SKILL. PETER SCHULTZ



CLARITY IS MAGNETIC

MEMORABLE IS PORTABLE

ANDY STANLEY

TO GUARANTEE THAT EVERY GUEST IS DELIGHTED BECAUSE OF ME.

Our Mission

IT'S NOT HARD TO MAKE DECISIONS ONCE YOU KNOW WHAT YOUR VALUES ARE.

Roy E. Disney



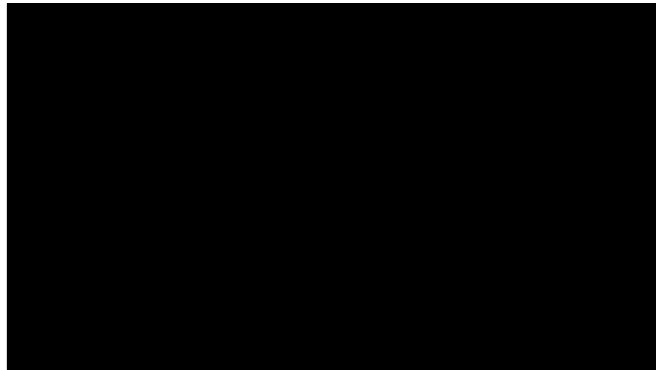
KEY BUSINESS DRIVERS

- FOOD QUALITY
- SPEED OF SERVICE
- TEXAS HOSPITALITY
- CLEANLINESS
- ACCURACY
- TEAM MEMBERS
- VALUE

BE LEGENDARY, NOT ORDINARY.

- ▶ Friendly
- ▶ Engaging
- ▶ Authentic
- ▶ Harmony
- ▶ Strong Work Ethic







OVER PREPARE THEM

WE WILL BEGIN BY LEARNING TO TIE OUR SHOES.
JOHN WOODEN



GIVE FEEDBACK OFTEN

IT'S THE LITTLE THINGS THAT ARE VITAL. LITTLE THINGS MAKE BIG THINGS HAPPEN.
JOHN WOODEN

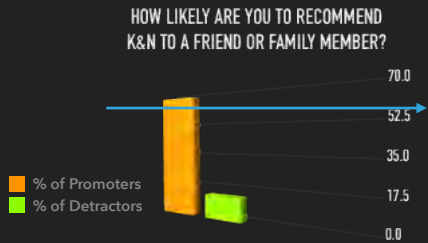


SHOW THEM HOW MUCH YOU CARE

Awards & Recognition
Volunteer opportunities
Team member care team
Collaboration

MEASURING ENGAGEMENT

- Surveys
- Referrals
- Internal promotions
- Guest satisfaction
- Attendance
- Turnover
- KN Events

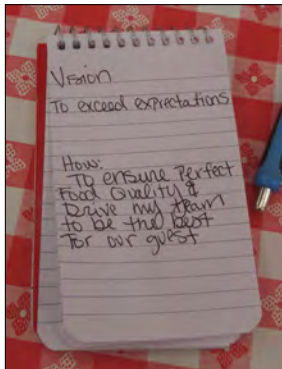


K&N LEADERS 2.0

EVERYTHING IS ENERGY.

THE ENERGY OF THE TEAM CAN NOT EXCEED THAT OF THE LEADER.

Why positive energy is critical.



CREATE A DAILY VISION

Every day before work:

- ▶ Your name
- ▶ The date
- ▶ Your personalized vision for that day
- ▶ One way that you're going to achieve it that day



ENERGY CHAMPIONS

- ▶ Energy expert
- ▶ Drive engagement
- ▶ Relationship builder
- ▶ Advocates for FUN
- ▶ Quarterly updates



THANK YOU

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