



Recipe of Culture

Culture begins with you

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Every interaction, every decision, every moment—you set the tone.

What is Culture?



The way we treat each other



The way we respond to challenges



The experiences we create for guests



Culture is what people feel when they are here.



Think of Culture like a Recipe

- Every ingredient matters
- Every step affects the outcome
- Consistency creates excellence

You are the foundation.

Before policies,
procedures, or
training...

Your attitude

Your effort

Your mindset

This is where
culture starts.

The Base of the Recipe

Take responsibility

Own your role

Be proactive, not reactive

Without ownership, nothing
holds together.

The Flavor

- Positive energy is contagious
- Your mindset affects the team
- Choose how you show up

You control the flavor of the environment.

The Structure

Do the right thing always

Follow through on commitments

Hold yourself and others to standards

This builds trust.

The Binding Ingredient



Support one another



Communicate clearly



Step in when needed



Great teams don't work
alone—they work
together.

The Final Presentation

1. Every guest interaction matters
2. Create memorable moments
3. Leave a lasting impression

This is what people remember.

Putting It All Together

A great recipe requires:

- The right ingredients
- The right mindset
- Consistency every day

Missing one piece changes the result.

Ask yourself

- What ingredient do I bring strongest?
- Where can I improve?
- How do I impact our culture daily?

Discuss as a team.



As a group:



Identify 3 behaviors we want to be known for



Define what great culture looks like here



Commit to daily actions

Build Your Culture Recipe

Culture
isn't
something
we talk
about—
it's
something
we create.

And it all starts with you.



Let us build something
great—together.
