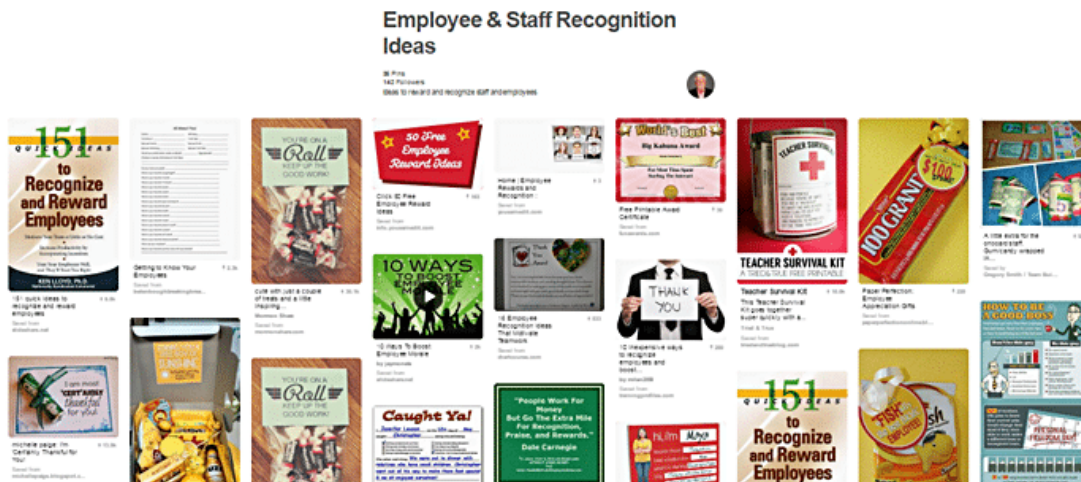


Get lots of [employee recognition ideas from this Pinterest board](#) by *Gregory Smith*



[Tempchefs'](#) Matt Gimpel has these great tips to add:

## 80. Set clear expectations

Make it crystal clear what your staff can expect from you, and then what you expect from them in return...Do that and they will deliver what your customers expect from your establishment.

## 81. Have mutual respect

Respect each team member and they will not only treat you with respect, but treat your customers that way too.

## 82. Lead by example

Keep in mind that nothing and no one is below you. As their leader, you wouldn't ask them to do something you wouldn't do. The standard you walk past is the standard you set.

## 83. Catch your staff doing something right

Nothing breeds success like success. Influence more positive behaviour by positive reinforcement of even the smallest examples of great customer service.

## 84. Have your emotions under control

A great tip from Eric Cacciatore of [Restaurant Unstoppable](#).

Don't let your emotions, specifically anger, get the best of you. Understand that you have control over your emotions. When you feel your emotions welling, "snip it", like Jerry Posner says in episode 273. Give people the benefit of the doubt until you fully have your emotions under control. Then as Stephen R Covey says, "Seek to understand, then be understood."