

DAILY MINDSET CHECKLIST

Every shift, quickly remind yourself of these:

- ✓ Am I guest-focused?
- ✓ Have I reviewed today's menu and specials?
- ✓ Am bringing positive energy to the floor?
- ✓ How will I handle mistakes today?
- ✓ How can I support my teammates today?

Mindset-Building Activity

Try this short reflection to boost your mindset right now:

- Recall your best-ever dining experience as a guest.
- Write down 3 reasons why it stood out.
- Now, commit to creating at least one of those feelings for your guests today.

Chapter Recap – Key Takeaways

- Your mindset shapes guest experiences and your career.
- Guests always come first.
- Mistakes are learning moments, not failures.
- Teamwork and preparation build your confidence.
- Positivity can transform your shift—and your guests' day

