



My Top 10 Lessons

- 1. Culture Fuels Results**
- 2. Smart Heart Courage**
- 3. The customer experience will never exceed the team members experience**
- 4. Do the jobs no one else wants to do**
- 5. Embrace the detours**
- 6. Be decisive, you won't always be right, but you always have to be clear**
- 7. You can do anything, you just can't do everything**
- 8. Be a great delegator**
- 9. Be a great storyteller, but use as few words as possible**
- 10. Be your BEST authentic self**

