

## 5 KEY TAKEAWAYS

### Sachi's Takeaways:

- Doing the unexpected will create life-long guests
- When given the opportunity to turn a negative review into your biggest raving fan, do it every time. Those will be your loudest proponents

### Bobby's Takeaways:

- Remember People they will Remember You
- Company Heroes - Your Staff

### Jenny's Takeaways:

- Hire your Weaknesses
- "Finding your Why"