

TRUTHS & TOOLS

# Lessons & Starting

Before there was a career in hospitality, there was a single delivery — and a one-dollar tip that changed everything. In this short clip, I share the moment I unknowingly fell in love with the hospitality business, a lesson taught by my father, and how one simple act of service shaped a lifetime of leadership.

## Tool: Find Your "One-Dollar Moment"

Great leaders and team members do more than complete tasks — they bring purpose to their work. Your "One-Dollar Moment" is the earliest time you remember feeling proud, energized, or deeply connected to your work.

This reflection is designed to help assess how clearly your passion can show up in your daily role. The reality is that when you have passion for what you do, it hardly ever feels like work!sustained excellence

### Step 1: Reflect

- What first attracted you to your industry or role?
- What's the earliest moment you remember feeling proud of your work?
- What lesson did you take from that moment - or see now in hindsight?

### Step 2: Write It Down

"That moment taught me that passion is really about _____."

### Step 3: Apply It

- Where can I apply this lesson in my role this week?
- How does that moment shape how you lead today?
- If my role were better aligned with my passion, what would change for my people, culture, and results?