Inside Out: Workplace Culture and the Guest Experience
What are we talking about today?
Who are our panelists?
Nicole DaCosta
Sr. Manager, Learning & Development
Brinker International

"Workplace culture through the lens of diversity and inclusion is not only a part of my job, it is my passion and my purpose. If we are going to thrive in this ever-evolving society and in the hospitality industry, we must weave it into the fabric of our organizations.

Our people must embrace diversity and we have to build their cultural intelligence so they are aware of their unconscious biases and how it influences their actions every single day."
Michele Lange
Director of Field Training
Chipotle Mexican Grill

“I LOVE working at Chipotle where I can be my authentic self. When an employee is able to bring their authentic self to work, you get more out of a person and that makes for a great guest experience. When you can be your full self, you make a positive impact, and are able to cultivate a better world.”
Kendall Ware

President & COO
Orange Leaf Frozen Yogurt

“In the restaurant business we all have one common goal, to get and keep more guests coming back more often. In order to do so, we have to all strive to deliver a memorable guest experience. The only way to accomplish that is by creating a save work environment and building a strong culture.”
Moderators

Maggie Fiorentino
Product Manager at NRA Solutions

Elizabeth O’Brien
Product Manager at NRA Solutions
Addressing Workplace Culture
Implementing Training
Questions?