

Front of the House: Leadership and Teamwork Notes (Key)

Complete each section with information from the slide presentation.

Front of the House	Employees	Leadership	Teamwork	Work Stations	Resolving Conflict
<input type="checkbox"/> entrance	<input type="checkbox"/> servers	<input type="checkbox"/> direction	<input type="checkbox"/> communication	<input type="checkbox"/> beverage	<input type="checkbox"/> define the problem
<input type="checkbox"/> dining room	<input type="checkbox"/> cashiers	<input type="checkbox"/> lead dependably	<input type="checkbox"/> positive attitude	<input type="checkbox"/> service	<input type="checkbox"/> suggest a solution
	<input type="checkbox"/> hosts	<input type="checkbox"/> encourage others	<input type="checkbox"/> respect	<input type="checkbox"/> side work	<input type="checkbox"/> evaluate a solution
	<input type="checkbox"/> hostesses	<input type="checkbox"/> inspire others	<input type="checkbox"/> empathy	<input type="checkbox"/> sections	<input type="checkbox"/> compromise
	<input type="checkbox"/> parking attendants	<input type="checkbox"/> coach			<input type="checkbox"/> brainstorm
		<input type="checkbox"/> expect change			<input type="checkbox"/> mediate
		<input type="checkbox"/> nurture teamwork			

1. What leadership skills do you have? _____

2. Are you a member of a team? If so, which one(s)? _____

3. Have you had a conflict with anyone? How did you resolve it? _____
