











# DID YOU KNOW?

## **Balancing Org Needs**

All people have basic needs and varied skills – it's about showing compassion for others and open communication. I try to be open-minded and supportive in my thoughts and actions, and also to make sure resources are made available.

#### **Favorite Quote**

This came from one of our brand co-founders and it really resonates with me, "Worry about your customers, not your competitors."

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#### **An Inspiration**

My Dad – who through observing how he & his friends conducted themselves – taught me about integrity and balancing work and play. I was always impressed how they could shake hands and have a deal. No matter their success, they were simply individuals taking care of their families and the people that worked for them.

### Favorite Part of Being a Franchisee

As a second-generation franchisee, it is the challenge to leave things better than how I found them. And on a daily basis, engage with those on the front line who make it work for customers, team members and all of us. I also enjoy serving on the Food, Beverage & Dine-in Committees, as well as on the RSCS PHNPC Board.