

THE EXPERIENCE LOOP™

HOW GREAT CLUB DINING LEADERS ANTICIPATE, CONNECT AND DELIVER

A LEADERSHIP SYSTEM FOR PRIVATE CLUB DINING



*See the clues.
Make the connections.
Lead the experience.*

“ Every operational clue becomes a member experience.

Every member experience can be traced back to operational decisions, communications, and leadership actions.



OBSERVE
See what others miss.

CONNECT
Link clues to member impact.

DECIDE
Choose the right leadership action.

DELIVER
Support your team.
Protect the experience.

REPEAT
Reinforce. Coach.
Improve. Do it again.

A POWERFUL ONE-DAY EXPERIENCE



PART ONE Leadership Simulation and Operational Awareness

A dynamic, facilitated simulation where leaders analyze real-world scenarios and uncover evidence throughout the shift.

- ✓ Evaluate operational clues
- ✓ Identify issues before members do
- ✓ Prioritize leadership actions
- ✓ Anticipate what happens next



PART TWO On-The-Floor Application

Leaders apply The Experience Loop throughout the club to observe, coach, communicate, and reinforce in real time.

- ✓ Practice the loop on the floor
- ✓ Strengthen leadership presence
- ✓ Coach in the moment
- ✓ Build consistency that lasts



FOR WHO?

Food & Beverage Directors
Managers & Supervisors
Bartenders | Chefs
Hosts & Hospitality Leaders

GREAT

LEADERS DON'T MANAGE DINING ROOMS.
Great Leaders Manage Experiences.

