

## M&M's, Crab Cakes, and Reba

As you read the title you probably are perplexed at how these three items tie together. Well they are connected to something that is critical to keeping your business running smoothly and moving forward. How many of you take the time to truly be a Leader that sets the tone of the entire operation? Are you a Leader or a Manager? Which is better?

### MANAGEMENT

- Management seeks to preserve order in the workplace by making things predictable and reliable.
- Traditionally this is accomplished through planning, organizing, controlling and budgeting.
- Management is also about the orderly implementation of change as it occurs.

### LEADERSHIP

- Leadership is about anticipating, preparing for, and taking advantage of change.

### CHARACTERISTICS OF GOOD MANAGER

- Promotes teamwork
- Empowers employees
- Plans well
- Good communicator

### CHARACTERISTICS OF A GOOD LEADER

- Customer service orientation
- Seeks information
- Strategic orientation
- Conceptual thinker

Looking at the definition of both is one truly better than the other or must you have a mix of both? Truly having the mix helps us get people to look toward us for guidance but also know that we will be there to get them through the processes properly.

I write this and title this because back in 1993 I got married and my husband and I did one of the best things we could have done as newlyweds. We moved more than 4 hours from our families. We were forced to have each other and only each other to work through the good and the bad. Not only did we move away but both of us took on new adventures. Mike opened the first Hoss's Steak and Sea House outside of Pennsylvania and I moved to one of the oldest Hoss's Steak and Sea House's as the new Executive Manager.

The Chambersburg Hoss's had managers and employees with years of experience that sometimes topped mine with the company. Chambersburg was also close to Shippensburg University so you not only were in charge of the restaurant but also

working with young people in the time of their lives were your actions could truly make a difference.

The employees of Chambersburg taught me the importance of being both a Leader and a Manager. I was new to an area and didn't know a lot of people and many things in my life were changing. I got my first four legged child "Reba" who was the center of my life and the lead of most of my conversations. I always felt as a leader that you shouldn't ask others to do something you wouldn't do, so every morning I made it a point to go to each area and spend at least a few minutes doing a task. Hoss's made great Crab Cakes and made them from scratch, which meant the amount of pounds you needed to prepare the daily allotment of Crab Cakes needed picked of shells. This was not the job most people fought over and least of all if you didn't want the neighborhood cats as your friends. At night I also made it a point of getting my work done and then getting out of the office and helping the others finish the close. I also found that food is one of the best motivators out there so I would make it a point to pick up candy for the staff.

This was my style and just what I did. I felt this is how it should be done but I didn't realize how important it was until I left Chambersburg Hoss's. On my last day in Chambersburg I was presented with two letters from employees that I cherish to this day.

Sandy's Letter said: "Kim, you also talked to us about the personal little stories, your family and friends, funny things, sad things, everyday life. This put us on the same level of communication so that we felt comfortable with you and we could share and talk to you about anything. Little things mean a lot, like when Kim would go to the bank and stop and get us candy. Not only did she just buy us candy, she knew what our favorite candy preference was and she went out of her way to get that kind. Also, when Kim opened she always went around to every department and helped for 15 to 20 minutes".

Melissa's Letter said: "You have been a tremendous influence on the attitude and behavior I express at work. I enjoyed coming to work when I knew you were going to be the manager of the day. It made me feel that I could be at ease and have a good time as well as do my job properly. You always seemed to be cheery and smiling, and that makes a huge impact on all those around you."

I share this with you not to say how great Kim is but rather show you things as little as sharing Reba stories, picking Crab Meat, and buying M&M's can make a huge difference in making you a great leader and manager.