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We Help CEOs & Leaders Build Healthier & Higher-Performing Teams

CEO & Leadership Team Scorecard.

Focus: Identifying hidden barriers to growth.

The most significant obstacles to scaling an organization are often the ones we cannot see. While many executives focus on market conditions and competitive strategy, the true "execution drag" often stems from internal team fragmentation or misaligned systems.

To help you identify these potential friction points, I am offering a copy of our **Leadership Scorecard & CEO Coaching Assessment**. This diagnostic tool evaluates your organization across four essential pillars—cohesive leadership, strategic clarity, talent systems, and execution discipline—to determine if your team is truly healthy and aligned for growth.

Button

Consolidated Restaurant Operations Framework

Strategic Foundation & Core Identity

<u>Mission Statement & Key Requirements</u> To WOW every Guest in a way that creates loyalty.	<u>Core Purpose & Values</u> Create an environment that makes people happy. Create a great company.	<u>Brand Expectations</u> Trust Support the Brand Leadership & Communication Reputation, Legendary and Generational Extraordinary is doing the Basics at an Extraordinary Level.
<u>Key Guest Requirements</u> Great Food Legendary Hospitality Quality Facilities Extraordinary People Brand Consistency	<u>Core Values</u> Base decisions and actions on the Golden Rule. Treat relationships with honesty, trust, respect and integrity. Never let a Guest leave unhappy.	

Operational Standards & Practices

Empowerment	Standard Practices	Linkage & Pursuit of Excellence
Identify the issue BEFORE it becomes a problem. Take immediate action to accommodate the Guest. Own the issue and close ASAP. Inform Management along the way.	<u>Six C's:</u> Control Confidence Consistency Consolidate Circulate Communicate <u>Three Rules:</u> • Everything has a place and is in its place. • Everything is returned to its original place and in its original condition. • Everything you need to do your job at 100% and nothing more.	<u>In Pursuit of Perfection, We Achieve Excellence</u> 100% Accurate 100% of the Time 100% Volume <u>Linkage:</u> Brand Standard Performance supports » Our Key Guest Requirements which supports » Our Mission Statement

Time Standards

Greet: 45 seconds First Round Drinks: 1 minute Starters: 2 – 4 minutes Pre-Entrée Salads: 2 – 3 minutes	Lunch Entrée: 6 – 8 minutes High Time: 9 minutes or higher Table Call: 9 minutes or higher	Dinner Entrée: 10 – 12 minutes High Time: 13 minutes or higher Table Call: 13 minutes or higher Desserts: 3 – 5 minutes Table Turn: Less than 2 minutes
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The Hidden Secret of 5-Star Service: I found it on my 16-year-old Daughter's Field Trip.

Me > My Daughter

"How was the field trip?" -> "Good"

"What did you eat?" -> "A salad."

"Did you learn anything?" -> "Not really."

But then I saw the attached card she put on the kitchen table.

It wasn't just a mission statement. It was a complete, consolidated framework for excellence. For years, I've known this specific restaurant provided exceptional, consistent service, but I could never quite figure out why. They didn't seem to hire better staff than anyone else; their food was always solid, and their management team seemed on par. I worked in several restaurants myself in high school and college, which I enjoyed and where I made good money, but I still couldn't put my finger on why this place was different.

Everyone Knew What Experience They Wanted to Create for Customers.

The card lists how to "Identify the issue BEFORE it becomes a problem" and "Take immediate action to accommodate the Guest."

I didn't get to go on the field trip, but I absolutely loved what I learned from my daughter's "not really" learning experience.

Mark Thompson
Byron Loflin

Foreword by **Dr. Marshall Goldsmith**

CEO READY



What You Need to Know
to ***Earn the Job***
and ***Keep the Job***

Many believe the journey to the C-suite is reserved only for those aiming for the Fortune 500. However, after reading "CEO Ready" by Mark Thompson

and Byron Loflin, it's clear that the principles of high-stakes leadership are universal.

While the book provides a roadmap for aspiring CEOs, its true value lies in its insights for anyone who aspires to be an impactful leader. Whether you are leading a startup, a non-profit, or a specialized team within a global firm, the "readiness" required to drive broad impact remains the same.

Key Leadership Insights

The Discipline of Preparation: Leadership isn't just about tenure; it's about the intentional preparation to handle complexity and ambiguity.

Organizational Stewardship: True impact comes from moving beyond your functional expertise to take responsibility for the health and clarity of the entire organization.

Broad Industry Impact: Scaling your influence requires a shift in mindset from "managing" to "inspiring," ensuring your team's efforts align with a larger strategic vision.

At [Leadership Effectiveness](#), we often discuss the Patrick Lencioni methodology of building cohesive teams. "CEO Ready" perfectly complements this by showing how individual leadership readiness is the catalyst for that team cohesion.

If you have leadership ambitions—at any level—I highly recommend this book. It will challenge you to think bigger about your role and the legacy you want to leave in your industry.

Speaking Engagements

We Enjoy Speaking To Groups Such As **C12, Convene, Vistage, EO, & Anyone Who Wants To Learn More About Effective Leadership & Building High-Performing Teams.**

[Book A Meeting](#)



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