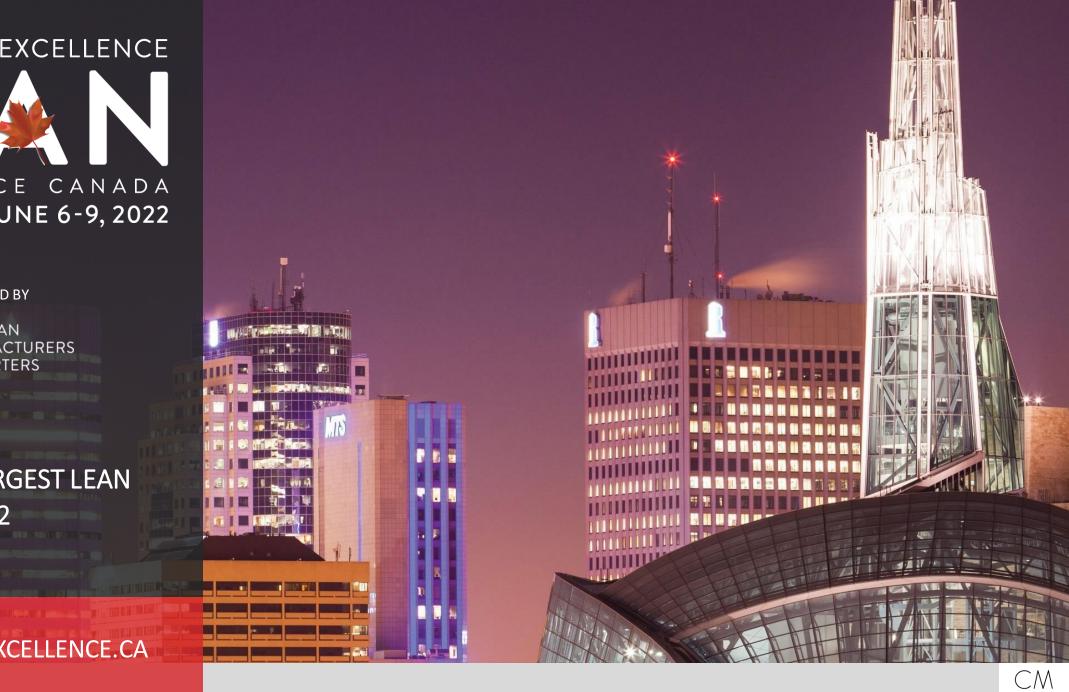
EMBRACING EXCELLENCE

PRESENTED BY CANADIAN MANUFACTURERS & EXPORTERS

CANADA'S LARGEST LEAN EVENT IN 2022

EMBRACINGEXCELLENCE.CA



&E



TASTY TRUST: Resilience & Compassion Despite Trying Times

THOMAS J. WALTER

Chief Culture Officer **Tasty Catering**

TastyCatering





March 18, 2022

Illinois Governor shuts down Illinois





That Scary Word!







Tasty Catering Background



Jamie





Erin

Tim





Tasty Catering's Core Values

- 1. Always moral, ethical & legal
- 2. Treat all with respect
- 3. Quality in everything we do
- 4. High service standards

- 5. Competitiveness: strong determination to be the best
- 6. An enduring culture of individual discipline
- 7. Freedom & responsibility within the culture of individual discipline





Culture – Four Advantages of a Sound Organization Culture

- Culture cannot be replicated whereas products, capabilities and services can
- Prized culture attracts and retains top performers
- Culture underpins competitive advantage and higher financial performance
- Culture engages employees, inspires loyalty and increases discretionary effort

Sue Funkhouser





Gallup Poll

	Average	World Class	Tasty Catering
Engaged	33%	67%	92%
Dis-Engaged	50%	26%	8%
Active Dis-Engaged	17%	7%	0%





Consequences or Outcomes

Tasty Catering-2019

- 92% Employee Engagement
- 9,309 Events
- 41 Errors Realized by Clients
- 99.6% Success Ratio
- 2019 Sales up over 2018 + 8.1%
- 2019 Profit up over 2018 + 14%
- 4% Turnover





Organizational Behavior

A > B > C

Antecedents

Behaviors

Consequences





Core Values: Our Antecedents

#1 Always moral, ethical and legal

#3 Quality in everything we do

#5 Competitiveness: strong determination to be the best

#2 Treat all with respect

#4 High service standard

#6 An enduring culture of individual discipline

#7 Freedom and responsibility within the culture of individual discipline

Core Purpose

We will enrich our employees and create loyal customers through strategic planning and profitable growth.





Leadership Team Responsible for Behaviors



Kornel Grygo Chief Executive Officer



Alfredo Velazquez Executive Chef



Eugene Rios Director of Operations



Jessica Cooper Director of Administration





Leadership

Privilege or Responsibility?

A MAJOR Responsibility is psychological safety







Tasty Catering Pillars of Leadership **Primary Leadership Approach**

- Anticipate understand what reactions will result from actions
- Communicate listen and watch, not just verbal
- Delegate ensure workers know how important their responsibility is to the outcome
- Motivate make the work intrinsic, the workers proud





Tasty Catering Pillars of Leadership **Positive Psychological Capital**

- Hope persevering towards goals
- Efficacy having confidence to put in the necessary effort to achieve goals
- Resilience- sustaining the drive and bouncing back from problems to achieve goals
- Optimism being positive about succeeding

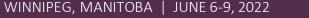




Tasty Catering Pillars of Leadership Ethical Behavior

- Right to be told the truth
- Right to privacy
- Right to not be injured: physically, emotionally, financially, psychologically
- Right to an implied or explicit contract

Immanuel Kant





Leadership is not defined by the exercise of power, but by the capacity to increase the sense of power of those led.

Mary Parker Follet, 1925





Tasty Catering Background



Tony Mattox



Kristen Banks & Shari Brown



Amanda Ellis & Hannah Malovan



Gerardo Pano Castillo



Maricarmen Rios



Erin Walter & Jamie Pritscher





Summary

A > B > C

Antecedents

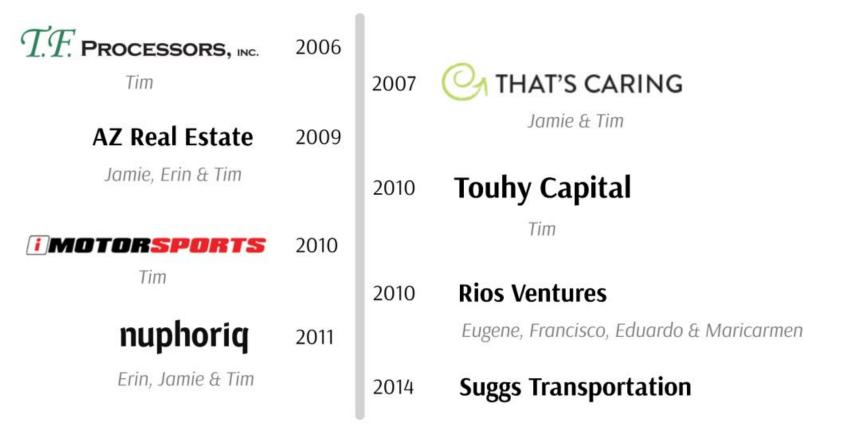
Behaviors

Consequences





Companies Started by Employees





THANK YOU!

TASTY TRUST: RESILIENCE & COMPASSION DESPITE TRYING TIMES

Thomas J. Walter Tasty Catering

tom@tastycatering.com

> HOW ENTANGLED COMPANIES MOVE BEYOND EMPLOYEE ENGAGEMENT FOR REMARKABLE RESULTS