We alter the experience for the guest. And if you don't have it in you, to make somebody's day and to recover from an experience. Even if your life might not be in the perfect situation, then you're going to become resentful.

So, I took over a very small staff of seven servers. I had to hire more servers, bussers, greeters. Our team was very uncertain what to expect from the new space because we moved from a very small room o