

OFF-WALL  
ADVICE



**We were having brunch this past Sunday, for the first time, at the Patio Restaurant in Oracle, Arizona. I noticed this sign, posted on the wall next to the door of the kitchen, as the servers exited to the dining room.**

## **10 Things That Require Zero Talent**

**@Secrets2Success | @AgentSteven**

- 1. Being on time**
- 2. Work ethic**
- 3. Effort**
- 4. Body language**
- 5. Energy**
- 6. Attitude**
- 7. Passion**
- 8. Being coachable**
- 9. Doing extra**
- 10. Being prepared**

**If you are hiring, this is a perfect list of traits to seek to evaluate your prospects. In April, I was visiting with a client and discovered they interview candidates as much as six times, to make sure they are the right fit for their selling culture. I had a chance to speak with every salesperson and they all clearly understood what was expected. This was very visible during the day, as I observed how they cared for their clients.**



It starts with you. How well do you rate yourself on these 10 items? How do you define work *ethic*? Is work ethic what you do, or how you contribute, or both?

## ATTITUDE

for me, means bringing a “glass half full” to work. The naysayers and blamers suck the energy out of a company and specifically are poison on a sales floor.

## BODY LANGUAGE

is a reflection of attitude. It speaks volumes. Do you discuss body language and how that impacts how the customer feels about you and your store?

## PASSION

is contagious and lifts everyone. The Cleveland Cavaliers bench actually performs at a higher level than the starters, when LeBron James is on the floor with them.

## BEING COACHABLE

is critical as it means a willingness to learn and get better.

## DOING EXTRA & EFFORT

are similar. If you make the effort, you also do the extra without being asked. It demonstrates that you care...care about yourself and others.



# BEING PREPARED

is my favorite. That means mentally preparing for the day. Preparing for a customer, practicing your skill set, not once a week but every day. It leads to a comfortable feeling of confidence that puts co-workers and customers at ease.



Evan Wise, the co-founder of Management One™, had a great observation about hiring. He said we “hire for skill and fire for values.” We can teach skills, but teaching values is not something you should be required to do, nor is it teachable. I always look at the person and their values before I consider making them a part of our organization.

While having our brunch, it was clear the restaurant's staff reflected the owner's culture. It was easy to find him as he was out mingling, smiling, greeting his customers and making sure everyone was being taken care of the way he expected. His servers and staff did a great job.



So, if you find yourself off the beaten path in Oracle, Arizona, and want some fantastic food at a great price, delivered with exceptional service, I encourage you to visit the Patio Restaurant. By the way, the ambiance of the desert setting is also breathtaking.

## ONWARDS & UPWARDS

*Marc Weiss*

CEO and President