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## CMAA CHEF MANAGER MEETING APRIL 5

### Managing Expectations during the Great 'Reassessment' with Michelle Villatoro

Three keys to success are being able to ask empowering questions, the ability to listen empathetically, and the ability to manage expectations to win and keep trust with colleagues, team members and members. Expectations are at the heart of every relationship. Through education, instruction, and group exercises, this workshop will sharpen leaders' toolkits to deepen relationships, improve employee retention, and increase member satisfaction and loyalty. Participants can expect to manage expectations by leading from a "Yes, And" perspective and using the power of "No" when appropriate. After learning about the art of empathetic listening, participants, will have the opportunity to practice a game changing skill that will improve personal and professional conversations.

### Interview plus Q&A with Executive Chef German Villatoro

Executive Chef and VP of Culinary German Villatoro will touch on everything from growing up in El Salvador, his first big break in the industry, to challenges and opportunities during the pandemic when he is interviewed by his wife Michelle during a live and candid "behind the scenes" interview. Get your questions ready as Chef German may have time for a few questions after the interview.

### Michelle Szmajda Villatoro, CPC, ELI-MP



As the founder of Just Think Hospitality, INC, Michelle employs leader as coach, hospitality mindset, team building, and values-based solutions to help leaders develop the mindset and skillset for success in today's ever-changing workplace. Michelle's proven methodology comes from over 20 years of F&B experience where she trained over 17,000 team members, 16 years in L&D where she trained over 4,000 leaders and eight years of executive coaching for more than 35 top brands helping organizations become the brand of choice and employer of choice. Michelle has open 40 locations for 15 different clients and prior to starting her own consulting company held leadership, learning, and operations positions at The Waldorf Astoria, BLT Restaurants, Rosewood Hotels, and Danny Meyer's awarding winning USHG.

### Executive Chef German Villatoro

Executive Chef German Villatoro is the VP of Culinary for Backal Hospitality group, overseeing F&B operations for 8 venues including the popular Riverpark restaurant and Apella event space. Chef Villatoro spearheads BHG's menu development introducing new concepts and seasonal flavors, manage the culinary team, and launch new culinary concepts. With over 25 years of experience in restaurants, luxury hotels, events, and the hospitality industry, Villatoro started his culinary career in Washington D.C., followed by Austin, Dallas and throughout the Caribbean. Most recently, Chef Villatoro was Director of Culinary at Convene where he oversaw the growth from five properties to 32. He also held culinary leadership positions at the Four Seasons, Conrad, Morgans Hotel Group's Hudson Hotel, Michelin-rated La Grenouille in New York, and Rosewood Hotels & Resorts at Little Dix Bay, Virgin Gorda and Jumby Bay Antigua.

