

THE HIDDEN COST OF INCONSISTENT LEADERSHIP

WALK INTO ANY VENUE IN QUEENSLAND AND YOU'LL FEEL IT INSTANTLY — THE VIBE OF THE TEAM. THIS EDITION, COACHING AND TRAINING COMPANY FEELS LIKE FRIDAY TALKS US THROUGH WHAT HAPPENS WHEN LEADERSHIP IS CLEAR AND CONSISTENT.



When guests are greeted with genuine smiles and the staff move with purpose, the energy flows. However, when leadership is inconsistent, the cracks show, and they cost more than many managers realise.

Most owners expect occasional mistakes or staff turnover, but mixed messages, fluctuating expectations, or management that leans one way on Monday and another by Friday leave staff second-guessing what 'good' even looks like.

The result? Confused teams who hesitate instead of acting, frustrated guests who feel let down by inconsistent service, and lost revenue through poor retention, repeat training, and missed upsell opportunities.

And it's not just about dollars — it's about the culture. Staff who don't know where they stand stop giving their best. Enthusiasm fades, standards drop, and in time, your brightest people can walk out the door. Even a small drop in guest retention or repeat visitation can quietly drain thousands of dollars each month from your business.

Consistent leaders don't just bark orders — they create trust by showing up the same way every day, setting expectations clearly, holding staff accountable fairly, and giving valuable feedback regularly (not just when something goes wrong).

For teams, that consistency feels like safety. And when people feel safe, they take pride in their work, try harder, and grow into the kind of staff every business dreams of keeping.

But here's the tricky part — most leaders think they're being consistent. They care about their people, want the best for the business, and believe their staff know what's expected from them. But perception and reality aren't always aligned.

If you asked your team today, "Do you know exactly what's expected of you, and does every manager here lead the same way?", the answers might surprise you. What feels clear from the top can be confusing on the floor.

This is why emotional intelligence is so critical. It helps leaders tune in to how their approach is experienced, not just how it's intended. In hospitality, it doesn't matter how good we think we're leading, what matters is how safe, supported, and confident our teams feel.

That matters here in the sunny state, where so many of our hospitality team members are students, career-changers, or people working part-time while chasing other dreams. Hospitality may not be their forever job, but the things they learn under strong leadership — such as communication, accountability, and emotional intelligence — are the skills that will serve them for life.

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And the venues that do invest in developing their people? That's where tomorrow's leaders will emerge.

With artificial intelligence reshaping industries everywhere — from chatbots taking bookings to self-service kiosks replacing the front counter — the one thing that remains irreplaceable is genuine human connections. Technology can deliver efficiency, but it can't replicate empathy, eye contact, a smile, or the simple feeling of being seen, heard, and valued.

This is where emotional intelligence becomes the most critical skill in hospitality. Guests don't just remember what they ordered — they remember how the experience made them feel. A genuine smile that says, “Welcome, we care about you,” is a moment that will keep people coming back long after the memory of the meal has faded.

And here's what makes this urgent — it's not just the Olympics we need to prepare for. In the lead-up to 2032, Queensland will see billions of dollars invested in new infrastructure, venues, transport, and precincts. That means an influx of tradespeople, project teams, and contractors flooding into the state years before the games themselves.

These workers will be living, eating, and unwinding in our pubs and hotels long before the tourists arrive. For many, their experience of Queensland hospitality will shape the stories they take home — stories that spread just as quickly as those from international visitors. This creates a double opportunity.

Consistent leadership and emotionally intelligent service don't just prepare our teams for the Olympic spotlight — they set us up to capture the loyalty and spend of thousands of people who will call Queensland home during the state's biggest decade of development.

By 2032, the world will be here eating, drinking, and cheering their way across our state. Every schnitzel served, every pint poured, and every welcome at the door will be part of Queensland's story on the world stage.

Inconsistent leadership doesn't just risk today's success — it risks tomorrow's reputation. Venues that invest in consistency, emotional intelligence, and understanding human behaviour are protecting their profits in addition to putting Queensland hospitality on the map for all the right reasons. **Q**

NO BORING TRAINING - JUST RESULTS

Lower staff turnover

Higher sales

Stronger culture

Happier guests

Sounds good right?

READY FOR RESULTS?

And training your team love!

Let's chat



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across QLD & NSW — including 82 AHA
Awards finalists in 2025.”**

**“Now booking 2026 training partnerships -
limited Q1 spaces!”**



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Rene Van Delft

E | hello@feelslikefriday.com.au

W | www.feelslikefriday.com.au

