



# Make Others Happy. Be Yourself. Be Brave.

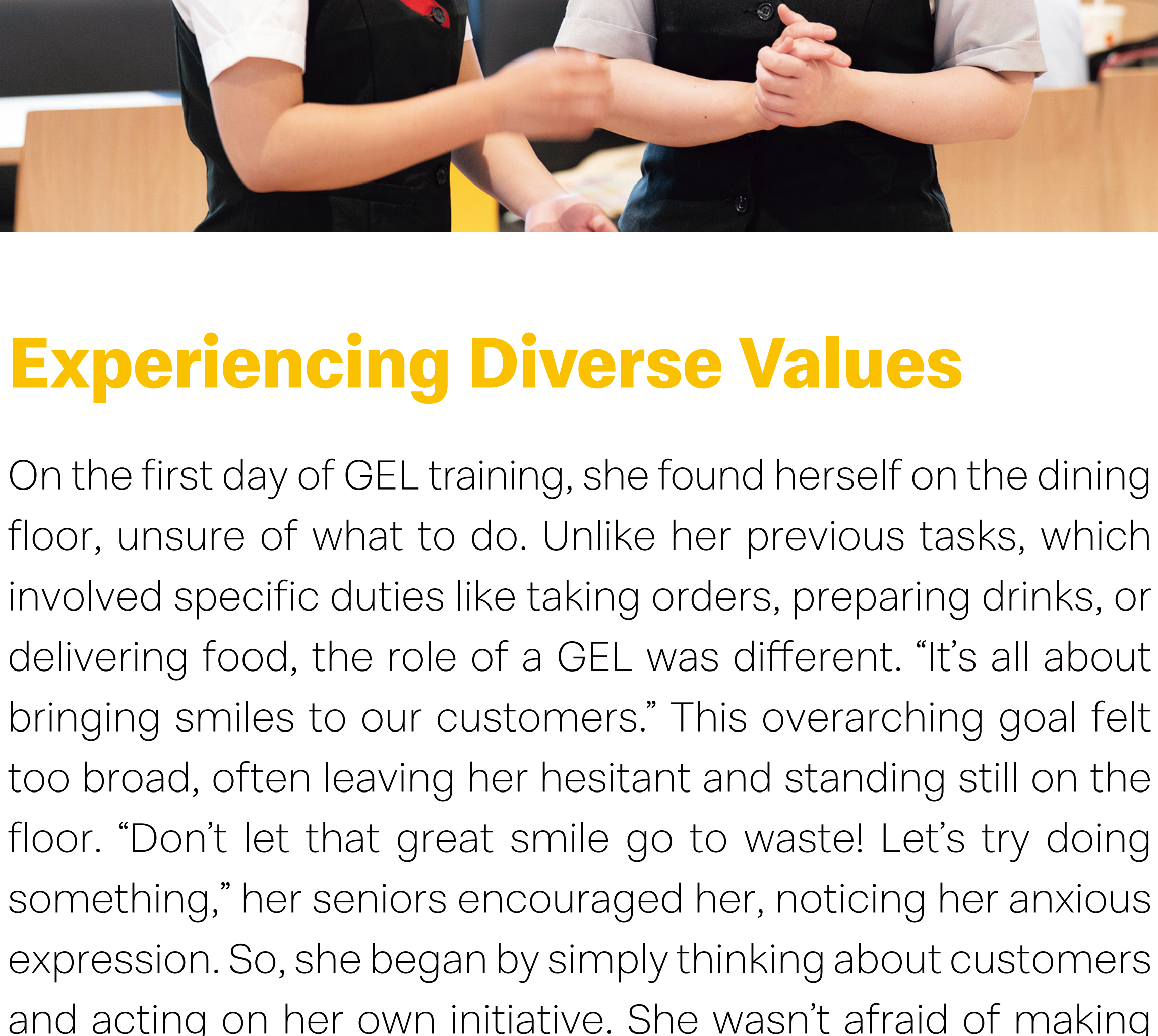
## Shigedome (Fukuoka) GEL (Guest Experience Leader) Yoshika Ishibashi-san

After entering high school, she began working at the Shigedome restaurant, where she had been a customer since childhood. Now she's thriving — broadening her perspective through interactions with customers and team members of all ages, while making the most of her cheerful personality and energetic voice.

## A Restaurant That Inspires Positivity

"That was a wonderful greeting — clear and heartfelt!" Those encouraging words from her seniors helped Ishibashi-san turn what she once saw as a flaw — her loud voice — into a strength. "It's okay to lean on others and ask for help!" When she struggled with certain tasks and hesitated to rely on her team members because she didn't want to be a burden, her seniors gently extended a helping hand.

Initially, it was just a part-time job to save up some pocket money. Thanks to supportive team members who recognized her strengths and encouraged her to overcome her weaknesses, Ishibashi-san became deeply engrossed in her work at McDonald's. "With your smile and energy, you'll be fine!" Even when facing challenges or obstacles at work, she could approach her tasks with a positive mindset, knowing that with her seniors by her side, she could surely overcome them. Ultimately, Ishibashi-san decided to aim for the position of GEL (Guest Experience Leader), committed to providing customers with great hospitality.



## Experiencing Diverse Values

On the first day of GEL training, she found herself on the dining floor, unsure of what to do. Unlike her previous tasks, which involved specific duties like taking orders, preparing drinks, or delivering food, the role of a GEL was different. "It's all about bringing smiles to our customers." This overarching goal felt too broad, often leaving her hesitant and standing still on the floor. "Don't let that great smile go to waste! Let's try doing something," her seniors encouraged her, noticing her anxious expression. So, she began by simply thinking about customers and acting on her own initiative. She wasn't afraid of making mistakes, consistently taking on small challenges.

A GEL seminar, held jointly with nearby restaurants, became a catalyst for her further growth. By exchanging opinions in a setting where GELs of various age groups gathered, she absorbed diverse ways of thinking and service tips. Being exposed to diverse values shaped her imagination needed for grasping customer needs and broadened the scope of her services.

Then came the final check for her promotion to GEL. Ishibashi-san was filled with anxiety while waiting for the results, but when she learned she had passed, tears of joy welled up. Looking around, she saw that the seniors who had trained her were also crying and celebrating with her. "I have colleagues who celebrate my achievements as if they were their own — it's precisely because of a workplace like this, I want to make our restaurant even more beloved by customers." A grand ambition and determination began to grow within her.



## Being Yourself, for Everyone

Through her encounters with a diverse range of customers and team members, Ishibashi-san has learned something important: that authentic, unembellished communication — true to herself — is crucial for building genuine connections with customers. She firmly believes that these heartfelt connections bring happiness to those around her and help make the Shigedome Restaurant even more loved by its customers.

"Alright!" Ishibashi-san lifts her spirits again today with her usual catchphrase, pursuing customer service true to herself to bring happiness to everyone connected to the restaurant.



It's been almost a year since Ishibashi-san started working at the Shigedome Restaurant.  
We asked her to share what she loves most about working there!

### Everyone is full of energy and enthusiasm!

You can feel it the moment you walk in—the Shigedome Restaurant is full of energy and liveliness. Friendly greetings have become part of the restaurant's culture, and you can even hear cheerful greetings coming from the kitchen. I get a lot of energy from seeing everyone work so brightly, and I want to keep cheering up both our customers and my colleagues with greetings and smiles.



### Positive Feedback: "Let's Work Hard Together!"

The seniors at the Shigedome Restaurant always start their feedback by finding something good to praise! Of course, they also tell us what we need to improve, but they always add, "Let's work hard together!" This makes me feel secure and motivated to do my best next time. As I become a GEL myself and start training and leading my team members, I want to follow in my seniors' footsteps and do my very best.



### Everyone Takes Pride in Their Work!

What I really admire is that each crew member takes genuine pride in what they do. It's not just about getting along—we respect each another and work together seriously toward the restaurant's goals. I want to approach each task with dedication so I can work with even more pride!

