

WHY YOUR RESTAURANT KEEPS LOSING GOOD PEOPLE

“ PEOPLE DON'T LEAVE GREAT WORKPLACES,
THEY LEAVE **BROKEN SYSTEMS.** ”

RESTAURANT

GREAT FOOD
GREAT SERVICE
GREAT PEOPLE

Who are we?

PARADIGM was founded with a mission to form and develop quality talents that will impact economic progress and improve social quality in Indonesia.

Founded in 2015 by H. Clay Myers and Peggy Putri, PARADIGM has served **hundreds of clients and 10,000 learners over the past 10 years.**

Some of our programs include:

- Service Excellence Transformation
- Business English for Professionals
- Leadership Development
- Customer-centric Sales



WE DON'T TEACH



WE EDUCATE!



SPEAKER PROFILE



PEGGY PUTRI

OPERATIONAL DIRECTOR OF PARADIGM

Certified Customer Experience Professional
Certified People Development
Certified Master Trainer BNSP
Certified Professional Coach
Certified F&B Practitioner

Peggy is a Certified Professional Coach (CPC) and BNSP Certified Master Trainer, with nearly 15 years of experience as a practitioner in the service industry. With an educational background in hospitality, she is deeply passionate about case studies in service, hospitality, and women's empowerment.

Her passion for people development and education led her to co-found PARADIGM with H. Clay Myers. Over the years, Peggy has successfully supported dozens of brands and global leaders through her programs. She is widely recognized as a trainer and coach who delivers fun, stress-free, yet highly impactful training experiences.

WHY YOUR RESTAURANT KEEPS LOSING GOOD PEOPLE



HARD TO FIND
GOOD PEOPLE



HIGH STAFF
TURNOVER



SALARY
PRESSURE



LACK OF LOYALTY



POOR TRAINING &
DEVELOPMENT



STRESSFUL WORK
ENVIRONMENT



INCONSISTENT
SYSTEMS

“

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”

THE 6 PRINCIPLES OF EXCELLENT CULTURE

RETENTION IS NOT A PROGRAM.
IT IS THE RESULT OF A STRONG CULTURE SYSTEM.



“ CULTURE IS CREATED BY **LEADERSHIP**, NOT BY HR. ”

3 WAYS TO STOP LOSING GOOD PEOPLE



1. BUILD STRONG SYSTEM



Clear roles, standards
& processes



Consistent execution
every single day



Structure that makes
success repeatable



2. BUILD LEADER ACCOUNTABILITY



Leaders set the tone
& the standards



Hold people accountable
with clarity & consistency



Measure what matters,
act on what counts



3. EMPOWER



Give autonomy with
clear guardrails



Equip with training,
tools & support



Recognize impact,
not just effort

“ PEOPLE DON'T LEAVE GREAT WORKPLACES. ”
THEY LEAVE **BROKEN SYSTEMS.**





PEOPLE JOIN
BECAUSE OF **OPPORTUNITY.**



PEOPLE STAY
BECAUSE OF **LEADERSHIP.**



PEOPLE GROW
BECAUSE OF **CULTURE.**



For those who
live hospitality,
not just work in it...

*This conversation is
for you.*

“ Bukan untuk
mendengar cerita sukses.
Tapi untuk
**mendengar cerita
yang sebenarnya.** ”

Tentang tekanan di dapur.
Perjalanan membangun karier.
Kegagalan, keputusan sulit,
kepemimpinan, hingga
bagaimana **passion** bisa
bertumbuh menjadi **bisnis**
yang berkelanjutan.

A JOURNEY FROM

CULINARY SCHOOL TO RESTAURANT BUSINESS

The Pain, The Passion & The Profit

FREE
ADMISSION



THURSDAY
13 AUGUST 2026



14.00 - 17.00
WITA



VENUE
ECC Creative Hall at Park 23
Jl. Kediri No.27, Kuta.

MEET OUR SPEAKERS



ELWIN YOHAN

Managing Director and
Co-Owner,
The Thirty Six, Medan



SUHARYANTO DJAKARIA

F&B Director,
The Thirty Six, Medan
Chef Owner
Cow & Co Medan



DICK DERIAN

Head Chef -
Potato Head
Beach Club, Bali



JEREMY BLESZYNSKI

Culinary Director,
LYD Group, Bali



PEGGY PUTRI

Professional Trainer & Coach
Certified Master by BNSP



**GOOD CONVERSATIONS.
RARE INGREDIENTS.**

Reserve your seat before we're fully booked.

SWIPE FOR MORE



A Journey From CULINARY SCHOOL TO RESTAURANT BUSINESS

The Pain, The Passion & The Profit



REAL TALK

Honest conversations
from those who've
been there.



BUILD CONNECTION

Meet and connect with
people who share the
same passion.



LEAVE WITH INSIGHT

Walk away with ideas
you can put into
action.

REGISTER HERE!

Scan the QR code
or visit the link below
to secure your spot!



bit.ly/paradigmconversations

for More Informations WhastApp us
on 0895-0808-3560

OUR PARTNERS

Venue Partner



Media Partner



Our Kind Patron



THANK YOU

LET'S
connect!

PT. PARADIGMA LINTAS SEMESTA

Gedung Permata Cikini Lantai 3
Jl. Pegangsaan Timur No 7 Kel. Pegangsaan
Kec. Menteng Jakarta Pusat 10320



www.paradigm.co.id



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