



TEAMWORK MAKES THE DREAM WORK.

Together, as a team, we make a far greater and lasting impact than one could ever do alone.

This month, take a few minutes to recognize, appreciate and applaud the strengths of each of your fellow team members.

Always think of your fellow co-workers as your teammates with the goal of winning. This is achieved through communicating, leveraging strengths of each other and bringing out the best attributes of each person to make AVI the most efficient possible.

Make it awesome. Build it together.

“We are not a team because we work together. We are a team because we respect, trust, and care for each other.”

- Vala Afshar, Author and Businessman



- set **High standards**
- express **Empathy**
- show **Respect**
- display **Optimism**
- be **Effective**
- find **Solutions**

Find activities and resources on our training website! This month, share a story about teamwork and efficiency.
AVIServes.com/Hospitality

COMPLETE THE FOUR ACTIVITIES FOR THIS TOPIC THROUGHOUT THE COURSE OF THE MONTH.

Activity #1

Review the Hospitality Training poster for the month of February.

Read this quote:

"Efficiency is doing things right; effectiveness is doing the right things."

– Tim Ferris, Author

Discuss the quote and ask your team what efficiency means to them. Ensure your team understands that efficiency does not mean it is acceptable to cut corners. Efficiency means to find a better way of doing things.

Activity #2

Designate one person to give instructions while the others silently follow the instructions with their eyes closed. Every person will need a piece of paper for this activity. No peeking and no talking!

1. Fold your paper in half
2. Now, tear the upper right corner
3. Next, fold it in half again and tear the upper left corner
4. Finally, fold it in half for the third time and tear the lower right corner
5. Open your eyes

Tell the followers, "If I did a good job communicating and you did a good job listening, your papers should look just like mine!" They won't look the same because communication must go both ways for this exercise to work! Discuss with the group how communication works both ways and is vital to be successful at work in any given task.

Activity #3

Being organized helps you to be efficient. Choose the question that most relates to your work environment and ask it aloud in front of your team.

• **CSAs/Route Drivers:** What tools do you use daily to maintain the machines you service? Can you easily find things or could materials be better organized?

• **Kitchen staff:** What tools and supplies do you use daily? Is your workstation organized? Share your best practices.

• **Office team members:** Do you have easy access to files used daily? Is confidential information secured? Is your email inbox organized to easily see messages and responses needed?

• **Cashiers:** Is your register area clear of clutter? Do you have replacement receipt paper nearby? Are impulse buy items stocked and front facing?

• **Ambassadors:** Is your cart fully stocked and clear of clutter? Share your best practices.

Activity #4

Time management is a struggle for almost everyone. Make a habit of setting goals for yourself to improve your time management skills. With your team, think of a work-related goal that you would like to accomplish by the end of the week. Share your goal with the group.

Managers: At the end of the week, follow up with your team members and ask if he or she has met the specific goals that were set earlier.