



IT STARTS WITH YOU.

We're beginning 2018 by introducing Hospitality HEROES! It's about sharing successes and encouraging every team member to become one of our HEROES.

We have the power to make a difference for our guests and team members every day! Each one of us are ambassadors of the AVI brand and must show it with a great attitude.

Start your day and your shift with a smile. Encourage others to do their best. Turn negative situations into positive ones and help others through optimistic words and actions.

“The greatest discovery of all time is that a person can change his future by merely changing his attitude.” - Oprah Winfrey



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

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



AVI FOODSYSTEMS[®]
 THE FAMILY DIFFERENCE IN HOSPITALITY SERVICES

January
 2018

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

Activity #1

Review the Hospitality Training poster for the month of January.

If it's to be, it's up to me! Every day, before coming to work, choose your attitude. Attitude is really all about making a choice and implementing your decision. Will you have a positive outlook today? How will you choose to react to external influences? Go around the room with the team and discuss the attitude each person will choose today and every day.

Activity #2

Practice the Golden Rule: Treat others the way you wish to be treated. In your interactions this week, make a conscious effort to treat others the way you would expect to be treated. This will help you personally deliver outstanding service. If you were a customer using a vending machine or entering a Market C location, what would you like and expect? If you were dining at your café for the first time, what would wow you as a customer? If you were a patient or family member visiting a patient, what would make you feel better about your dining experience? Discuss your specific expectations with the team.

Activity #3

No matter your role with AVI, practice being a role model for others to follow.

Excellence is not only achieved by completing one act, but also by being able to perform at a higher level over and over again. A leader is consistent in many ways — does what is morally right, interacts positively with others, provides great service, has ideas about what should be done in the future and puts others first.

Will you be a leader and a role model today? Discuss with the team how you will lead by example.

Activity #4

It's no secret that our work days can become busy, hectic and stressful. The way we handle tense situations will determine how we succeed. To stay focused and goal oriented, it's important to set priorities and share tasks when needed. Use a post it note or scrap piece of paper to list your top priorities for the day. What are some priorities you have on your list?

Stay focused on the top items and feel proud about your accomplishments when each is complete.