



READY. SET. GO ABOVE AND BEYOND!

Summer is one of the busiest times for many AVI team members - lots of outdoor caterings, special events and vacation schedules to juggle. It's even more important to plan ahead to ensure we are ready for the "what ifs" that may occur.

Always plan to overcome any potential challenge by brainstorming with your team in advance. Outline a plan of action for each scenario and be ready for anything that comes your way. Smile, enjoy your work and let our guests know we're here to serve them!

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"Before anything else, preparation is the key to success."  
 - Alexander Graham Bell, Inventor and innovator

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

Download this poster, find activities and resources on our training website! This month, share a story when preparation counted! [AVIServes.com/Hospitality](http://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 July.

To take a proactive approach, we must learn to anticipate needs and possible challenges within our establishment. Recognize what patterns exist. Are there regular routines throughout the day? What daily practices and natural cycles exist?

One example could be a college campus where during certain times of the day there will be a pattern of an increase in students visiting the dining center. Holiday breaks can also impact the flow of customers and our daily routines and practices.

Discuss with fellow team members the regular routines and patterns we see and the impact on our business.

### Activity #2

We discussed the routines we see at our accounts and what can impact the business. Now let's focus on ways to overcome obstacles we may face.

Think of a challenge as an invitation to take control and manage it head on. We can all be Hospitality HEROES! Plan for the future. Think of what can be done today to ensure we have success tomorrow.

As a team, discuss what challenges exist in the day to day operations and identify solutions to overcome these challenges *before* they happen.

### Activity #3

Our solution oriented mindset allows us to accomplish what we set forth to complete. Take an initiative and be a part of the solution. Recognize that each team member is a piece of a whole.

Our actions persuade others and in return, the actions of others impact us. By putting our best foot forward and being a part of the solution we become a proactive participant, rather than a reactive representative.

Think about anticipating our customers' needs. By knowing our customers, we take a proactive stance and anticipate their needs. For example, if you are a Customer Service Attendant filling vending machines and you know your customers love the holiday cookies, make sure you have extras to please your customers and meet their needs. Always think of your customers. In what ways can you anticipate any needs? Work with your team to identify solutions that benefit your customers.

### Activity #4

"I believe that everyone chooses how to approach life. If you're proactive, you focus on preparing. If you're reactive, you end up focusing on repairing."  
-John C. Maxwell

Discuss the meaning of this quote amongst the group. Being proactive, we prepare for "what if," not "what next." We take time to think clearly about the path we choose, we stand behind our decisions and hold ourselves accountable. We complete the work NOW, not tomorrow. This ensures we are prepared for what circumstances may arise.

Being proactive also includes coming up with a different solution to some of the same scenarios. Sometimes we need another person's input to help us find resolution. By reaching out to other team members, we may find another way to complete a task or anticipate the needs of our customers. Make a personal goal to be more proactive, take the time and complete tasks now or find help to resolve outstanding projects.