



LETTERS TO LIVE BY: R-E-S-P-E-C-T



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

Each team member is an ambassador of the AVI brand. Showing respect and empathy to every guest is of utmost importance.

Remember to practice patience, give each person we come across the benefit of the doubt, and show a true understanding of another’s feelings or perspective.

Take extra time to put yourself in the place of a guest and work hard to impress him or her.

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“Empathy is seeing with the eyes of another, listening with the ears of another and feeling with the heart of another.”  
 - Alfred Adler, Author of *Understanding Human Nature*

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Download this poster, find activities and resources on our training website! This month, share a memorable guest interaction! [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 May.

What does it mean to relate to others? Each day we build relationships, whether we share memories with a family member, discuss the weather or a recent game with a guest or speak with a person in a store's checkout line. We use our own personal experiences when we relate to others.

Go around the room with the team and discuss how you connect with others by communicating with compassion on daily basis. Review why it is so important to build relationships with others.

### Activity #2

How do we share our feelings? Do you converse with friends or colleagues? Do you express your feelings through your body language or facial expressions?

When someone shares an exciting moment in his or her life or communicates a difficult time with you, what action do you take?

- Do you listen actively to understand the situation?
- Do you ask questions to ensure that you understand more of what happened?
- Do you empathize with the person to show that you care and understand his or her circumstances?

Take some time to discuss as a team the best actions to take when addressing a person's feelings or situation.

### Activity #3

Do you believe you are able to relate or show compassion to a customer when he or she expresses a concern or situation that happened? There are times when you will need to picture yourself in that position to have a true understanding of what someone feels.

To understand genuine empathy, write a sentence or phrase on a piece of paper such as "my car broke down" or "my pet is feeling ill." Discuss how you would feel if a similar situation happened with you.

Soon you will recognize that when you empathize with someone you display true compassion with his or her situation.

### Activity #4

Do you apologize more often than you empathize with others? We continuously hear "I'm sorry," which can sometimes lose its genuine appeal.

Think of a time when you expressed an important matter and you received a generic "I'm sorry" statement. How did that make you feel? Do you truly believe the person was compassionate about the situation?

The most appropriate time to apologize would be when a mistake is made or when there is a loss. When an apology is delivered for anything other, follow up with an understanding statement, such as "I'm sorry to hear that you're having a bad day. I realize that it has to be upsetting when you have so much going on."

Take a couple of minutes to set a personal commitment to empathize more with others.