



KINDNESS IS THE HEART OF IT ALL



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

Each day, we are granted the privilege to serve our customers. Focus on expressing yourself with warmth and care and making each person we come across feel a part of our family.

Engage our guests and be sincere and honest. Give each person a friendly welcome and show kindness in your voice and actions.

When we treat people with gratitude and respect, they will return the same to us.

“Kindness is the language which the deaf can hear and the blind can see.”
- Mark Twain, American Author

Download this poster, find activities and resources on our training website! Nominate a team member as one of our HEORES! 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 November/December.

We welcome our guests into our establishments with a kind and warm smile. The way we greet our guests determines how the guests view us individually and as a company.

Have you visited a store, a restaurant or a business in which an employee made you feel as though you were an inconvenience to them? How did you feel when this happened to you? Share with your team an example of a time when you felt that you were not truly welcomed into an establishment. Discuss how you want to be welcomed when you visit a store, a restaurant or a business.

Activity #2

Greetings are more than just a salutation. It is a way to acknowledge and truly welcome an individual and their family or friends. A great greeting will include a smile, eye contact with the person you are speaking with and warm words that welcome them.

Proper words or phrases for greeting our guests are: good morning, good afternoon, good evening and hello. Our greetings open the door to building rapport with our guest. Practice with your team ways to properly greet our guests.

Activity #3

We are receptive to our guests and their needs. A great host will be attentive and receive our guests openly. When we are attentive to our guests' needs, it shows that we value them and view them as a part of the family. Think about our returning guests. Do they have a favorite meal? A special area they prefer to sit? Guests enjoy recognition; it makes them feel important when we acknowledge them. Examples of recognition can be a meal selection, such as, "we have that sandwich you love!" If we know our guest follows a specific team or sport, we can say something like, "I see your team is doing well this season." Take a couple of minutes to focus on our guests and acknowledge something specific to them.

Discuss with your team a specific example of how your guests have responded when you acknowledged them.

Activity #4

As an AVI team member, we must welcome our guests. When we welcome our guests, we are welcoming their ideas and their feedback. Guests may share experiences about the service we provide and may give some helpful ideas or even request specific changes. How we handle their feedback or request can make a difference in our customer and guest focus. We are warm, attentive and open to their suggestions and comments.

Think of a time when you visited a location in which you provided feedback about your visit. Did the team member seem receptive to your feedback? How did that person address your concerns? Discuss with your team how you address guests' concerns, their feedback or their recommendations.