

the Art of going Above and Beyond

Caring people are the core of AVI and we each have an essential part in creating a memorable interaction for our guests. It's more than food or service by itself; each team member has a valuable contribution to the art of each experience.

Be creative in your approach to give each person you encounter *more* than expected. Add that extra little touch and make his or her day. Go for it!

"Nobody raves about average."

- Bill Quiseng, Hospitality Speaker and Author



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

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.

It's important to pay attention to details. We must make sure the services and products we provide are superior for our patients/guests.

“Do it once. Do it right.”

If the first result isn't ideal, “do it again to get it right.”

Discuss with the group and review a way you will provide superior service and products.

Activity #2

Be proactive by presenting a possible solution to a guest when he or she is indecisive. Ask questions to clarify what some of his or her preferences are so that you can make an appropriate recommendation.

We can also be proactive by anticipating needs and doing something for a guest or fellow team member *before* they ask.

Activity #3

Ask your team,

“What makes a guest experience great?”

Allow team members to share specific examples.

Explain to your team how even the smallest kind gestures collectively make a big impact on the guest experience. Isn't it surprising how doing something small can make a real difference?

Once we know what our guests expect from us, we need to not only make sure we are meeting those expectations daily, but also find ways to exceed them, even if it is just in small ways. Ask your team members to think about the last time they had good service. Find out what small gestures we could incorporate into our service to our guests. If needed, refer to some of the examples the team members already mentioned.

Activity #4

Going Above and Beyond is simple.

It's about doing what's expected and then providing just a little bit more. Providing great food and great service is expected of us. When we engage in active listening to understand guests better, accommodate special requests and express words of encouragement, it helps us provide an even higher level of service to our guests.

Put these items into action:

- Engage in active listening to understand guests better and give him or her more than expected.
- Hold a brief conversation with guests to make all feel welcome.
- Compliment guests and thank each for letting us help.
- If it is a guests' first day of work or you have never met him or her, take the time to introduce yourself and make him or her feel at home.