

The Art of Hospitality

Welcome to 2019! Throughout the year, we are focusing on **The Art of Hospitality**.

The kind and warm treatment of others is an art and each team member is encouraged to find creative ways to make every guest feel valued, welcomed and a member of our family.

It all begins with a great attitude, setting high standards, caring for others and working hard to be effective.

Thank you for your commitment and all you do to be one of our Hospitality HEROES!

“Your life is your canvas, and you are the masterpiece. There are a million ways to be kind, amazing, fabulous, creative, bold, and interesting.”
- Kerli, International Singer and Songwriter



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



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THE FAMILY DIFFERENCE IN HOSPITALITY SERVICES

January
2019



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.

What does "Hospitality" mean to you?

Discuss the meaning of hospitality with your team and how it might be interpreted amongst others. Give an example of a time when you were treated with exceptional service and great hospitality.

Activity #2

As we consider the Art of Hospitality, we must remember our first impressions are heavily influenced by nonverbal cues. Think about a time when you visited a store or restaurant. What was the first impression you got from the staff? Did you receive a warm, welcoming smile or were you left feeling like your business was unwanted or were you ignored?

A positive first impression is an important start to building relationships with your guests. It is important to greet each guest with a smile and make eye contact. This shows the people around us that we are ready to help and we are confident in ourselves. It is not always about what is said, but what is unsaid.

Take time to greet all guests and fellow team members with a smile and make eye contact every day.

Activity #3

Have you ever visited an establishment in which the employee's work attire was filthy or badly wrinkled?

Maybe their hair was in disarray. Have you ever believed the person looked like they just rolled out of bed?

These impressions can lead our guests to believe we do not care about ourselves enough to care about them. When we come to work we must be appropriately groomed and in proper work attire and uniform.

Discuss how this poor personal appearance impacts the perception people may have of the individual and the company.

Activity #4

Impressions are not just about how we present ourselves. They also impact how we present our establishments.

Every day this week, take an extra minute to organize and unclutter your workspace. For example, walk around your work area and pick up any debris or clutter or arrange your tools and equipment in a fashion that makes your work more systematic. This will help you be more efficient and will show others you are professional.