

# the Art of Optimism

Have you ever considered the lasting impact you may have on a guest? It's true—a simple conversation or gesture may be something a guest remembers for a long time.

Start each day with a great outlook and bring a positive attitude, voice and body language to work.

Put your heart in to it and let your upbeat spirit be a source for others to emulate.

“People may hear your words, but they feel your attitude.”  
- John C. Maxwell, Leadership author, speaker and pastor



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



**AVI FOODSYSTEMS<sup>®</sup>**  
THE FAMILY DIFFERENCE IN HOSPITALITY SERVICES

June  
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 June.

Studies show that individuals who view situations from a positive and optimistic perspective tend to be happier throughout their lives. Think of two glasses that are both filled halfway with water. Imagine one glass is half empty. Write your negative thoughts over this glass. Now imagine that one glass is half full and write your positive thoughts over this glass. Envision ways your negative thoughts can turn into positive future outcomes. Also, find ways to ensure your positive thoughts are implemented in your daily life. As a team, discuss some of the negative and positive thoughts you have written about each glass.

**Activity #2**

Think of a time you repeated positive words to yourself such as, “you’ve got this,” or, “it has been a rough start, but things will get better”. This is considered positive self-talk and it can make you feel good about yourself and the things going on in your life. We all have an inner voice that speaks to us, providing feedback. If your inner voice is saying, “you should do better,” or, “nothing is ever going to get better,” it is time to retrain your brain. Put the following steps into action to improve your self-talk:

1. Listen to what you say to yourself
  - a. Make note of what your inner voice is saying.
  - b. Is your inner voice positive or negative?
2. Challenge your self-talk
  - a. Is there any evidence to prove your thoughts are accurate?
  - b. Would you say the same thing to a friend who may be in a similar situation?
3. Change your self-talk
  - a. List positive things about yourself.
  - c. Focus on what you *can* do versus what you cannot.

**Activity #3**

There are countless stories of successful people that had to be optimistic and resilient to get where they are today. For example: JK Rowling experienced 12 rejections of Harry Potter before somebody accepted and published her story. Michael Jordan, former professional basketball player, was cut from his high school basketball team. Both of these people faced challenges in their lives, but their optimistic outlook kept them moving forward. JK Rowling became the author who invokes our imaginations and kids around the world aspired to “Be Like Mike”. Analyze how optimism played a role in their overcoming adversity. Now, incorporate how optimism can help your team overcome challenges and reach their desired goals.

**Activity #4**

Henry Ford once said “Coming together is the beginning, keeping together is a process, and working together is success.” Consider the phases addressed in this quote and think about where your team lies. Are you coming together, keeping together or working together? How can optimism help your team get to the next phase? What roadblocks are delaying advancement? Discuss as a group.