

the Art of a Smile

A smile is a universal symbol of hospitality!
Never underestimate the importance of a warm and welcoming appearance.

Think of your face as a canvas and paint a beautiful picture for others with a big smile and welcoming facial expressions.

Oftentimes, smiles are contagious so spread the joy with your co-workers and to those we have the honor to serve. You'll find that the mere act of smiling more may even make you feel happier.

A smile can go a mile!

"There is always a reason to smile.
Find it."

- Author unknown



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



AVI FOODSYSTEMS^U
THE FAMILY DIFFERENCE IN HOSPITALITY SERVICES

COMPLETE THE FOUR ACTIVITIES FOR THIS TOPIC THROUGHOUT THE COURSE OF THE MONTH.

Activity #1

Review the Hospitality Training poster for the month of March.

Our smiles have the ability to make a significant impact. You make yourself and AVI more memorable to our guests by giving a simple smile. When we smile at our guests, we have the power to make them feel welcome and comfortable. It shows that we are approachable and appear to be more confident and competent. This can even be applied over the phone.

Smiling while talking on the phone will enhance the conversation simply by sounding happier.

Remember, you may be the only person to interact kindly with our guests or team members within a day.

This month, think about how often you are smiling and make the extra effort to wear a smile when you are at work.

Activity #2

It actually feels good to make others smile. When we smile at others, they may feel welcomed, accepted or happy. When we offer a caring smile and show interest toward others, we reinforce how the AVI family cares for and appreciates our guests and team members. When we smile at others, it is also good for ourselves.

This week, practice offering a genuine smile to all your customers and fellow team members that you come in contact with. Let's see how successful you can be at making others smile.

Activity #3

Smiling can promote good health!

Discuss with your team some ways smiling can improve your health and well-being. Make it a game by dividing into teams. Ask each team to spend 60 seconds and come up with a list of benefits. Each team will read their list and share with the group.

Possible answers may include:

- Reduces stress
- Makes you memorable
- Enhances your mood
- Makes you appear more confident
- Reduces blood pressure
- Increases your life expectancy
- Boosts immune system
- Makes you happy by releasing endorphins
- Builds trust and rapport
- Makes you seem more approachable
- Makes you appear more friendly

Smiling is a cost free way to improve our health, mindset, and relationships with our guests and fellow team members.

Activity #4

Have you ever seen someone laughing or smiling and even though you didn't hear the joke or see what they saw, you start to laugh or smile? Smiling is contagious.

A smile is natural and is linked with comfort and happiness. It makes you and others feel good.

Make it a priority to smile more every day. While you walk into work, make it a personal goal to smile at someone you pass along the way, even if it's another team member. By making this a regular practice, it will soon become habit to smile genuinely and bring positive energy to work and throughout the work day.