

the Art of Making a Difference

As we approach the holiday season, it's a wonderful time to remember the lasting impact we make on our customers.

Each day, know your contributions matter and work hard to make a positive impression on those you serve.

You may never know how a few kind words, a small gesture or a simple smile may make the difference. It's also a great opportunity to be inspired to give back to your community and to those less fortunate.

"What you do makes a difference, and you have to decide what kind of difference you want to make."

Jane Goodall
Anthropologist and Activist



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



AVI FOODSYSTEMS^{INC}
THE FAMILY DIFFERENCE IN HOSPITALITY SERVICES

November
December
2019



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

Activity #1

Review the Hospitality Training poster for the months of November and December.

Making a difference in a person's day can mean the world to them. Think about your co-workers and how hard they work. Do you think words of encouragement can brighten their day?

Take a minute and write a friendly note with words of encouragement for your fellow team members.

It can be gratitude for the hard work showed in making a catering event successful, to the way he or she assisted during a time of need. Sometimes a few words can make a big impact and can revive a person's spirit.

Activity #2

Do you feel that you make a difference in your position at work? Sometimes we feel bogged down with daily tasks, but you are more than a title or a name. You are a part of AVI's team and what you do in your work makes a difference. For example, as a Cook you prepare meals which provide nutrition. Meals you prepare may awaken memories from past experiences of precious times with family members. As a Dishwasher, you maintain safety by cleaning and sanitizing properly. Pride in your work shows in every item you clean. As a Service Technician, you service more than machines. You bring peace of mind to our customers, knowing they can trust our machines when making a purchase. Think about your position and how you make an impact on others.
Share your ideas with the team.

Activity #3

"Going far beyond the call of duty, doing more than others expect, this is what excellence is all about! And it comes from striving, maintaining the highest standards, looking after the smallest detail, and going the extra mile. Excellence means doing your very best. In everything! In every way."

- Jack Johnson

When we put effort into our work, customers notice the difference. Imagine a guest seeking a specific item. We could point to where the item is located or we could put additional effort into taking care of our guest by walking with him or her to where the item is located. Think of ways to personally make a difference for your guests. Share your thoughts with your team and practice making a difference in the way we serve our guests by going the extra mile.

Activity #4

This is the time to give and make a difference! Look around your community and see how you and your AVI family can make a difference. It can be any form of community service, whether we serve food to those in need, help at a shelter or volunteer our time with the local animal charity. No act is too small! Let's take the time and make a positive impact in our communities.