

the Art of First Impressions

A first impression is a lasting impression. Begin each day being confident and meticulous about your professional appearance. Along with a neat look and dressing appropriately, a friendly smile and good posture matter.

When you consistently look good, you feel like you can accomplish anything, so focus on always looking your best.

Guests will surely notice when you represent yourself and AVI with pride.

“A good first impression can work wonders.”

J.K. Rowling

Author best known for Harry Potter fantasy books

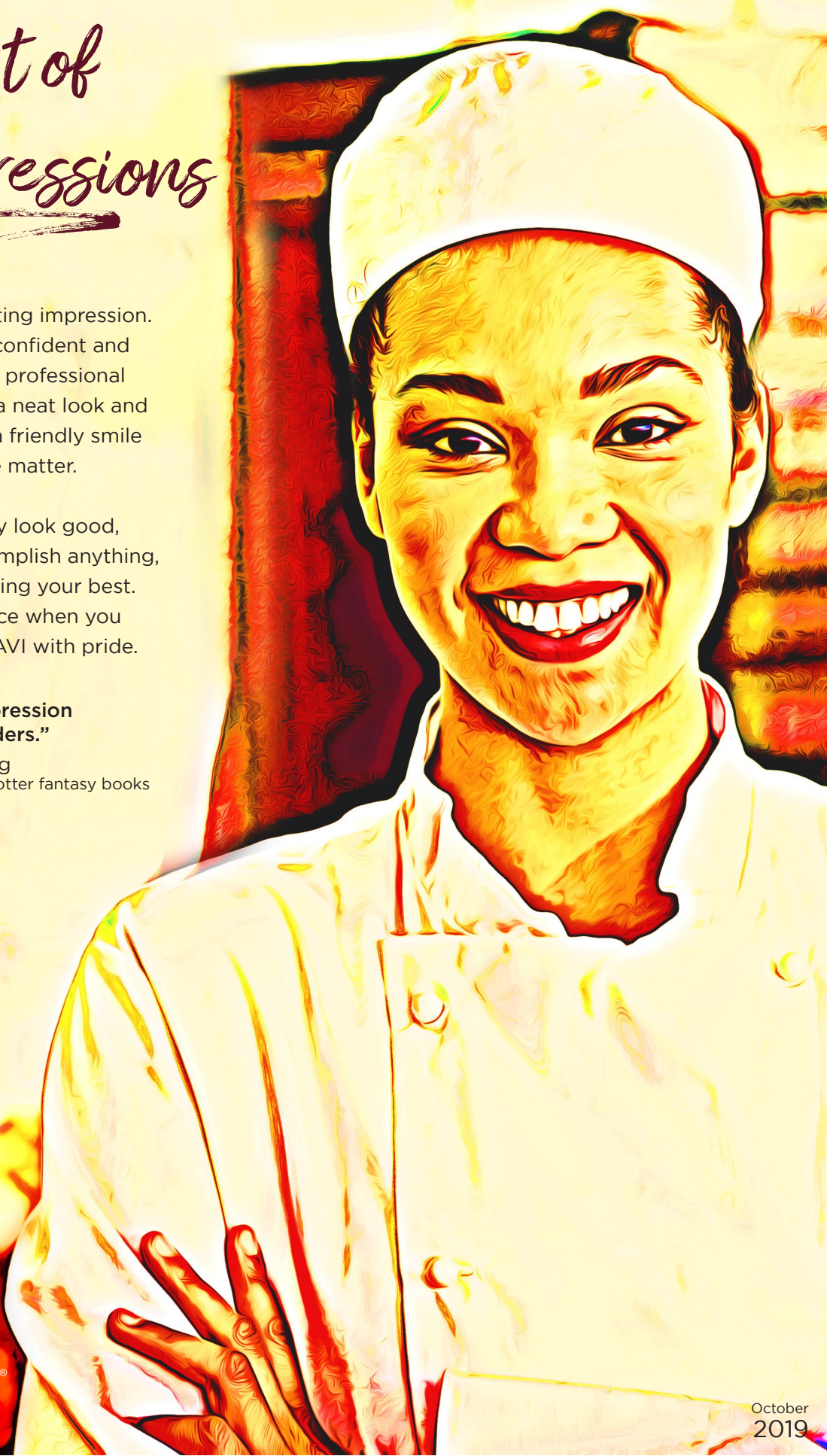


set **High standards**
express **Empathy**
show **Respect**
display **Optimism**
be **Effective**
find **Solutions**



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

October
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 October.

It takes an average of just seven seconds to make a first impression. Our first impressions are influenced by verbal and nonverbal cues. Our nonverbal cues are heavily regarded based on the way we present ourselves, from our body posture, our clothing and facial expressions. As a group, discuss what makes a good first impression. See if others share the same ideas as you.

When you speak with people, focus on the first impression you present to each individual and always make an extra effort to make it positive.

Activity #2

We have all heard the expression, "it is not what you say, but how you say it." Think about how our words can impact our guests. When we answer the phone, we should answer it with a smile on our faces, allowing the caller to hear an excited voice, which is cheerful and easy to understand. Practice speaking to others on the phone with a smile on your face and notice the difference it makes in communicating with others.

Activity #3

We are all on display, including our facilities. Take five minutes each day to pick up and organize. This will leave an everlasting impression on who we are as a company and how we care for where we work. Our guests recognize people who take personal pride in the appearance of his or her work environment.

Activity #4

Think of a person you would like to meet, famous or not. Pretend as though you received the opportunity to interview this person for television. Think about what you would do, what you would say and how you would dress.