

BE A PRO. — BE — PROACTIVE.

Taking care of our customers is what AVI is all about.

Continually look for ways to be proactive to
create a seamless guest experience.

If a guest has a concern, immediately make it right
and ensure he or she feels important, respected and understood.

Act quickly with sincerity and empathy.

Use each customer feedback opportunity as a way to
improve and make AVI even better. Remember,
we're in the people business.

*"The proactive approach to a mistake is to
acknowledge it instantly, correct and learn from it."*

— Dr. Stephen Covey, Educator, Businessman and
Author of The 7 Habits of Highly Effective People



HOSPITALITY HEROES:

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



AVI FOODSYSTEMSSM
THE FAMILY DIFFERENCE IN HOSPITALITY SERVICES

AVIServes.com/Hospitality