



FIND FLEXIBILITY IN ADVERSITY.



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

Flexibility is at the center of our daily lives. Each day, we may face unexpected challenges - maybe a key delivery didn't arrive, a power surge caused an equipment issue or a customer has made a last-minute request.

Adaptability is the key to handling each of these scenarios and delivering a seamless experience to our guests. Next time something doesn't quite go as planned, simply relax, take a moment to find the best solution and adapt.

After all, change is one of the few guarantees we have in life.

“Stay committed to your decisions, but stay flexible in your approach.”

- Tony Robbins, Author, entrepreneur and life coach

Download this poster, find activities and resources on our training website! This month, share a time when flexibility counted! AVIServes.com/Hospitality



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 THE FAMILY DIFFERENCE IN HOSPITALITY SERVICES

June
 2018

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.

Change is inevitable. Each day, we will continue to see change, whether it be in our personal lives or during our work day. The key to change is flexibility.

- How do you view change?
- Are you flexible to change?

Consider a new policy change in the workplace. When we are comfortable with an original policy, it can be frustrating to change. On a piece of paper, write down your concerns about change and discuss your concerns with your team and how they can be managed appropriately.

Activity #2

Do you have an optimistic point of view when change takes place or are you more of a pessimist?

In our last activity, we addressed change to be inevitable. How you view change is what makes you flexible. To be flexible to change, you must have an open mind and consider the positives when the change is implemented.

Discuss with fellow team members the benefits that come with change. Remember, you must possess a positive mind when you discuss this activity.

As Zig Ziglar stated,
"You can't climb uphill by thinking downhill thoughts."

Activity #3

We accommodate our guests and their needs. We actively listen to our guests' requests and deliver with accuracy. In order to achieve this in a fast paced industry, we must be flexible.

How does flexibility play a role in accommodating those we serve? We must be flexible with our time, flexible with our fellow team members and our valued guests.

How do we practice flexibility? We openly ask for help when needed. This ensures that we are team players. We share tasks, allowing us to be flexible with our time. When our colleagues need assistance, we ensure that we are available to help where we are needed.

Discuss with the team an action plan to expand our flexibility.

Activity #4

"Plan for tomorrow, live for today."

How do you interpret this statement? Not everything will go as planned. There will be times when a guest will ask for your assistance and how you react shows your flexibility to change.

Role play this scenario with a team member: A guest asks for help locating a product. One person will be the guest while the other is the team member. This role play allows you to practice scenarios in which we need to be flexible for our guest. Keep in mind the following questions.

- How does it feel to stop in the middle of your work to assist a guest?
- Do you feel that you provide the best version of yourself when you help a guest?
 - Do you feel this change in your routine impacts your work?

Switch roles and continue to practice this scenario.