



Let's look inside
(Internal relationships)

Training Goal:

When we talk about service, most people think only of the guest or customer. Often the importance and benefits of a healthy “internal” work environment are overlooked. This module takes a closer look at ourselves and the relationships we have with our co-workers. We discuss ways to improve and create more synergy. We will explore individual traits and the dynamics of teamwork. Content may lead to self-assessment and ideas of self-improvement.

Let's look inside

a) Hospitality Within

- Icebreaker – have we gone to the dogs?
- Introductions
- The importance of a healthy internal culture
- Expectations and beyond

b) Internal Guests

- Respect & Acceptance
- Types
- Break though
- Common thread

c) Mojo

- Definition
- Do we have it?
- Should we have it?
- Do you live via inertia?

d) You, me and us

- WIIFM
- WIIFU - Are we really in this together?
- Do you turn a blind eye?
- Compliment Exercise

e) For the good of all

- Improve Communication
- Positive Thinking
- Are we having fun yet?

Learning Objectives:

- 1) Name two reasons why a positive internal environment is important.
- 2) Name three expectations you should have of your co-workers each day.
- 3) What department do you interact with regularly that you could offer to make their job easier? Explain what you can do.
- 4) We know that we deal with many types of people that aren't necessarily like us. Name the three steps to breaking down the barriers we create with those individuals.
- 5) Define Mojo.
- 6) Name one obstacle to successful interactions with another. How can you overcome it?
- 7) What tip or method do you plan to use within the next 48 hours?