

Jeremy's Service Quilt

I serve a guest in all ways possible with every part of who I am so that their experience is magical, problems are solved, and they enjoy their time. I am present, joyful, and empathetic. I serve from the heart.

Meet the Guest

Greet each guest as if they are the most important person in the world. If you have seen them before, greet them by name and ask about their time with us so far.

As they approach you, approach them. Bridge the gap faster than they; shake their hands and engage with them fully.

Smile

A smile is a great soother. So smile. As you interact with guests, greet with a smile, and solve the problem with a smile. Smile in appropriate times.

Your facial expressions show you are listening and care about whatever is on their mind.

Empathize

As the guest explains their need or issue, take their point of view. Understand their perspective and side with them.

You likely would need the same thing in the same circumstance as your guest. Use that as you serve the guest.

Find the Wow

In your dealings with guests, find a way to provide something more than just their issue or request. Whether you do it then or later, just make sure that there is something the guest can point to and say "wow".

Eye to Eye

As you talk with the guest, keep eye contact. You know the tools you have to solve the problem, so keep your attention on them as you formulate the plan.

When you do need to break away and consult a computer or other device, let them know that's what you're doing.

Listen

Throughout your work time, listen to your guests. Listen as they walk by you, as they wait in the line in front of you, or even when they interact with you.

Hear what ideas, wishes, and issues they are conveying to others around them. As it pertains to our environment, tune your ear to those pieces of the conversation.

Don't be obvious. But give attention to what guests are saying.

Take a Breath

Serving guests takes a bit of ourselves each time, so you'll need to replace that. As you do this from the heart, the replacement is self- and ever-generating. But you need a moment to restore, so take that.

As you finish delivering a service to a guest, take a moment away to do the restore.

Focus on Now

Everyone has troubles of their own. Even us service-delivery folks.

But when we are with guests, our focus is on them and their issue. Let your personal issues be part of you but not get in the way. Focus instead on what the guest needs and wants; focus on delivering great service.

If you do have personal issues that are intruding on your day, let us know and we will serve you and

Confidence

Speak and act with confidence that you can provide the information, solve the problem, or deliver service to our guests. You do know what to do; you've been trained and empowered, so employ those skills and employ your natural service to the guest.

Advocate

When working with a guest, you are their advocate for their best service possible. You speak for them to the company, and you get to do what you need to give them the best experience.

Individualize Guests

Each guest is different, and each guest deserves to be treated as if they're the only guest that matters. In fact, they do while delivering service. So treat them that way.

Whatever service you gave the last guest does not apply to the next guest.

Operate Honestly

In all you do with the guest, work honestly. Spend time on their task to the best of your ability, let them know the progress, and let them know the outcome. As you act and speak honestly, the guest will appreciate it.

Remember Humanity

Our guests are humans and deserve to be treated as the infinitely valuable beings they are. In all your dealings, work with that in mind. There's no one more or less valuable than the person you are working with in any moment.

From the Heart

Serve a guest with all of who you are. Employ your knowledge, your humor, your personality to deliver something authentic. Whether you deliver information, a solution, or a wow, let it come from you entirely.

Display Passion

Make your love of serving your guest bubble over so that they see it. Lace all that you do with your desire to help the guest in whatever need they have.