



**TEAMWORK
QUICK REFERENCE GUIDE**



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Teamwork

TEAM = Together Everyone Achieves More

Internal customers (your fellow employees) are every bit as important as your external customers or guests. In most situations, it takes more than one service provider to achieve excellent service. For instance, a food server must depend on the kitchen staff (and vice versa) to help create a good dining experience. In addition, consider this statistic: it can take up to 12 good service experiences to overcome a single negative one. That means the first service provider to come in contact with a customer may do a super job of making the customer feel welcomed and appreciated. However, if another team member then provides bad service, not only is the customer likely to forget about the terrific initial experience, but it will take numerous other great service experiences to totally recover from the single bad one.

Creating an Environment of Teamwork -----

- A.** Treat your fellow teammates with the same courtesy and respect you would an external customer or guest.
 - a. Offer a pleasant greeting when you encounter a teammate.
 - b. Offer fast and efficient internal customer service.
 - c. The words *please, thank you, and I'm sorry*, go a long way in keeping working relationships pleasant and effective.
- B.** Show appreciation to teammates.
 - a. Find teammates doing things well and let them know you appreciate their efforts.
 - b. When teammates go the extra mile, let management know about their efforts.
- C.** Offer to pitch in and help teammates; don't wait for them to ask.
 - a. Even teammates outside of your department or work area.
- D.** Be proactive.
 - a. Anticipate the needs of your teammates and respond in a timely manner.
- E.** Share information with your teammates. Examples:
 - a. The pronunciation of an unusual customer name.
 - b. Preferences of a customer or guest.
 - c. A policy or schedule change.

- F.** Don't play the "blame game."
 - a. Focus on solving problems, not placing blame.
 - b. Consider and implement what you can do, not what you can't do.
 - G.** Focus on the positive.
 - a. Never complain about, criticize or condemn your organization, fellow teammates, or guests.
 - b. When things go wrong, take the appropriate corrective action, and stay positive about a good outcome.
 - c. If necessary, discuss any negative situations with the appropriate leader in your organization.
 - H.** Keep your work area neat and clean.
 - a. Always clean up after yourself and leave work areas in good shape for the teammate coming in behind you.
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