

LEAVE THEM SMILING!
TEAM MEMBER'S
GUIDE



“Be the Reason Someone Smiles Today!”

STANDARDS

The following is the recipe for a successful LEAVE THEM SMILING! program. The ingredients of the recipe are the **tenets** that should be the basis for all we do. The steps of the method are **guiding principles** as we make decisions during the day. The method describes standards of behavior that are necessary to make the recipe a success. As with any good recipe, the ingredients or method can be adjusted slightly, but you want to stick close to these basics to have the best end result.

Hospitality Recipe

Ingredients (Our tenets)

Kindness	Graciousness
Compassion	Teamwork
Integrity	Joy

(Use all ingredients in generous quantities.)

Method (Our guiding principles)

1. Smile and be genuinely friendly and welcoming.
2. Believe others have the best intentions, and encourage coworkers to do the same.
3. Shine your light, and take every opportunity to make someone feel special and appreciated.
4. Enthusiastically foster the spiritual, social, and physical well-being of others.
5. Generously listen to others, and be thoughtful in your response.
6. Be poised, polite, and tactful; always treat others with dignity and respect.
7. Anticipate and be responsive to the needs of others, even if they are unspoken.
8. Know you are both empowered and expected to resolve issues immediately. Always follow up to ensure the solution was effective.
9. Hold yourself and your coworkers accountable.
10. Work in unison with your team (even stepping outside your normal role when appropriate) to deliver an extraordinary experience to residents and others you encounter.
11. Be willing to go the extra mile and make a difference for those around you.
12. Repeat steps 1-11 until everyone around you is smiling. Sprinkle with joy.