

### Living the value

**VISION:** To fill the earth with the light and warmth of hospitality.

**MISSION:** To be the preeminent global hospitality company - the first choice of guests, team members, and owners alike.

#### HILTON:

Hospitality - Integrity  
Leadership - Teamwork  
Ownership - Now

**RECOGNITION MATTERS!  
HIGH FIVE!**

### Customer Focus

Job Skills Rehearsals

Job Skills Checklist

Training during the Pre-shift

Giving Feedbacks:

Positive & Constructive

### Judgement

**D** Define the Problem

**E** Examine the Facts

**C** Consider Alternatives

**I** Involve Others

**D** Decide on a Course of Action

**E** Evaluate Your Solution

👉 A problem shared is a problem halved

### Results Focused

**Setting objectives (SMART):**

Specific - **M**easurable

Achievable - **R**elevant

Time bound

Guest Satisfaction (**SALT**)

Team Member Satisfaction

Financial Performance

### Collaboration

#### BEST PRACTICES:

👉 Inspire independent thinking.

👉 Reward TMs for cultivating relationships with others.

👉 Champions best practices, processes and possibilities.

👉 Instill a Global mindset.

👉 Actively seek out and work with others to deliver outstanding results.

👉 Actively seek ways to help others succeed.

#### AVOID COMMON MISTAKES:

⊗ Assuming others will be able to work on your timetable.

⊗ Miscommunication or not at all.

⊗ Interacting only with people when you need them.

⊗ Failing to express appreciation.

\*Also, don't be afraid to hold others accountable.

C

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Not published yet.  
Last updated 3rd July, 2017.  
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