

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 - Measurable

Achievable - Relevant

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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