

INTRODUCTION

From Tension to Teamwork demonstrates the importance of service delivered internally between departments and co-workers. The "Key Points" section in these companion materials outlines the videotape's content in more detail.

With just a little planning, this video can provide an effective training tool adapted to the specific needs of your property. You may want to use this video to begin your orientation session for new employees. Then continue the session, referring to the video for discussion as appropriate. For more instructions on how to plan a training session around this video, see the section entitled "Conducting a Video Training Session" in these companion materials.

KEY POINTS

Benefits of Internal Service

- Cooperation and teamwork help departments work together efficiently. Relationships between employees improve, creating a pleasant work environment.
- An efficient, team-oriented operation presents a positive image to guests.
- Guests receive consistent, quality service which makes their stay more enjoyable. And having satisfied guests means repeat business, which leads to greater success for the property.
- Mistakes or problems can be turned into guest satisfaction when employees pull together as a team.

Internal Service Strategies

Attitude

- Treat co-workers with the same courtesy and respect that guests receive.

- Recognize co-workers' achievements and show appreciation when someone helps you.
- Develop a caring attitude, and you'll find that what you give to others is returned to you.

Awareness

- Understand how departments depend on each other. You're part of a team, and your work affects other people.
- To effectively serve your co-workers, find out what they expect from you and your department.
- Recognize how other departments affect you and your department and what you expect from co-workers.

Action

- Communicate promptly and respond when needed.
- Take the initiative to provide assistance.
- Follow through on your promises. Your actions contribute to an efficient operation and show co-workers that they can count on you.

CONDUCTING A VIDEO TRAINING SESSION

Step One: *Prepare*

1. Read these companion materials.
2. Preview the video.

Step Two: *Present*

1. Introduce the video.
2. Show the video.
3. Discuss the video using the Discussion Point Questions in these companion materials.
4. Explain differences between the video and your property's procedures.

Step Three: *Practice*

Activities can help employees practice skills. Use the Discussion Point Activities in these materials as well as your own training program.

Step Four: *Follow Up*

Following up with employees is important to their continued success. Offer praise when they perform well and suggestions when they need to improve.

DISCUSSION POINT QUESTIONS

Benefits of Internal Service

1. How do guests benefit when you provide good service to other employees and departments at your property?
2. What benefits do you get from providing and receiving good internal service?
3. How does good internal service affect your property?
4. In what ways can teamwork and good internal service help prevent mistakes?
5. How can teamwork improve guest satisfaction that service problems have damaged?

Internal Service Strategies

1. How can you demonstrate a positive attitude to co-workers?
2. Which departments work together most often?
3. What actions can employees take to ensure good communication between departments?

DISCUSSION POINT ACTIVITIES

Benefits of Internal Service

Activity 1 — Someone to Depend On (5 minutes)

- Have employees think about a recent experience in which they received good internal service.
- Ask several employees to describe their experiences. How did it make them feel? Why was it good internal service? How did it help them satisfy guests?

Activity 2 — We're Partners (5 minutes)

- In the video, Joe used his relationship with his dog to show co-workers the partnership he felt was missing at their property. Have employees consider relationships they may have outside of work that represent the principles of internal service and teamwork.
- Ask several employees to describe these relationships. What makes these partnerships work? How can they use these experiences to improve partnerships at work?

Activity 3 — Service Recovery (10 minutes)

- Ask employees to recall a service breakdown that resulted in a problem for a guest.
- Have several employees describe the situation and explain how it was resolved. Did other employees help to solve the problem? Was the guest satisfied with the results?

Internal Service Strategies

Activity 1 — Whom Do I Serve? (15 minutes)

- Divide employees by department into groups of two or three. Ask each group to identify departments that they serve. Have them identify ways they could improve internal service to those departments.