

LEADERSHIP FOCUS

As we continue to improve and develop our professional growth to better serve you, we hope you can be encouraged by our monthly Leadership Focus and it inspires thoughts for discussion, evaluation, and growth for yourself and for those on your team.

-  **Respect.** There is no such thing as self-respect without respect for others. You can not be a good team member without respecting those around you.
-  **Responsibility.** There are no shortcuts for success. Assuming larger responsibility means taking responsibility of the smaller things too. Being responsible sometimes means making tough and sometimes unpopular decisions. Admit to and make yourself accountable for your actions.
-  **Loyalty.** Loyalty is a strong feeling of support or allegiance. You must show and give loyalty before receiving it.
-  **Communicate.** Accurate and concise communication helps eliminate mistakes. Be purposeful with your words and quick to praise great work from your team members.
-  **Discipline Yourself.** Self-Discipline starts with having a solid sense of yourself. Discipline yourself so no one else has to.
-  **Be Passionate.** Passion is an intense desire or enthusiasm for something, created by strong feelings or a strong belief that is expressed in their behavior.
-  **Work Hard and Work Smart.** Hard work is doing a particular work physically and Smart work is applying mental effort to reduce the time on completion of a work.
-  **Team Before Self.** Teamwork is not only a physical action but also a mindset that allows individual employees to obtain uncommon team results.
-  **Winning Attitude.** A winning attitude is really about a mindset when we face hurdles, challenges and even how we handle successes.
-  **Compete.** Be willing to find new ways to improve and be willing to continually evaluate and raise the bar of excellence.
-  **Change is a Must.** Be willing to think differently, act differently, serve differently and impact others differently. Develop the talent you have. Make choices that will add value to talent.
-  **Seek New Goals.** We can't always control what happens, but we can control how we handle it. Control what you can, adjust where you must, but continue setting new goals.

Have you **H.E.A.R.D.**?

One company that knows the importance of happy customers is Disney®. Disney's solution to bringing quality customer service to even the angriest customers is called HEARD, an acronym that stands for the following:

HEAR: Listen to the customer's entire story.

EMPATHIZE: Use phrases that convey that you understand how the customer feels.

APOLOGIZE: And do so effusively!

RESOLVE: Fix the issue, and if you don't know how ask the customer, "How can I set this right?"

DIAGNOSE: Get to the bottom of the issue so you can make sure it won't happen again.

You want to be able to deliver quality customer service with a smile in our schools, even to the most "difficult customer."

One way is remembering the **L.A.S.T.** method, an acronym that stands for the following:

LISTEN to our customers.

APOLOGIZE to our customers.

SOLVE the customers problems.

THANK the customer.

Practice customer service when we **S.M.I.L.E.** with our stakeholders, an acronym that stands for the following:

SERVICE: Serve YOUR customers well.

MINUTE: The FIRST minute speaks volumes.

INVITE: Make YOUR cafeteria inviting.

LISTEN: To YOUR customers.

ENGAGE: In CUSTOMER friendly conversations.

SCENARIO 1

Manager Rose:

Good afternoon team! Let me begin our team meeting by saying we all did a great job this week and I appreciate all the work you have put into our commitment to excellent service!

First let us discuss a follow up item from earlier this week.

We received comments from school staff members, and parents regarding the children coming through the serving line without masks or wearing their masks below their noses and not adhering to the social distancing decals on the floor. I am glad all of you were able to remain calm during the meal service and then were able to give me possible solutions to the problem. We all agree that your safety, as well as everyone else in the building's safety is a priority along with the meal service.

I met with Ms. Jones, our principal yesterday and though short staffed, she is working with us by rotating her staff during the lunch periods to oversee the cafeteria and the lunch line. The teachers will remind the students to wear their masks and adhere to the social distancing decals, before leaving the classroom for the cafeteria. There will be a teacher at the entrance of the line to ensure the request is being followed. These were all possible solutions provided by you as a team; this was beneficial when I presented the possible options in the meeting. This will be effective on Monday. Let us see how that works and we can discuss in our next meeting.

SCENARIO 2

Next, we will discuss our star moments this week!

Thank you, team, for working together by reading and adjusting your work schedules. This enabled us to add a 10 a.m. time slot on Wednesdays for meal pick up. Ms. Jones has stated this is really helping our virtual learning parents and guardians who are unable to make the other time slots due to work constraints. This was our first week offering the additional time slot and already we have added 5 parents for next week. We are also working with the parents by allowing them to assign another adult to pick up the meals. We will continue to work with the administrative staff to meet the needs of our parents during this time. We will also have two parents who will pick up at 3:30 pm on Mondays and I will cover that slot as I will be here.

SCENARIO 3

Our second star moment again goes out to the team!

We had a group of students who arrived on a late bus Tuesday morning after we had already cleared breakfast service and began lunch service. Mel was able to interrupt her tasks on her work schedule to prepare enough breakfast meals for these students. The meals were hot and ready for the students on their arrival to take to class. The rest of the team stepped in and was able to continue Mel's prep, so lunch was not delayed because of this change in schedule. This was true teamwork and great customer service. We were helpful, positive, and able to work with our administrative team and ensure our students did not go without a meal. The teamwork you all showed was noted and appreciated. It takes all of us to make a team and that showed on Tuesday.

SCENARIO 4

Our final star moment this week goes out to the team!

I have listened and watched you all work well together, helping each other when you were finished with your assigned duties. Producing not only good tasting nutritious meals, but also your presentation has been outstanding. I posted a few of your meals on social media this week and we received rave reviews. It is not easy to make the prepacked meals look appetizing, however, this team has done it.

I received an email from a parent this week complimenting us on the quality meals they have been receiving. It has been wonderful; the respect you show to each other and the collaboration in problem solving! I have received many compliments this week from the administrative staff about the cooperation of the cafeteria staff. They spoke of your pleasant communication with the students and your willingness to go above and beyond demonstrates your commitment to the students. Now let us review the work schedules for next week before we leave!