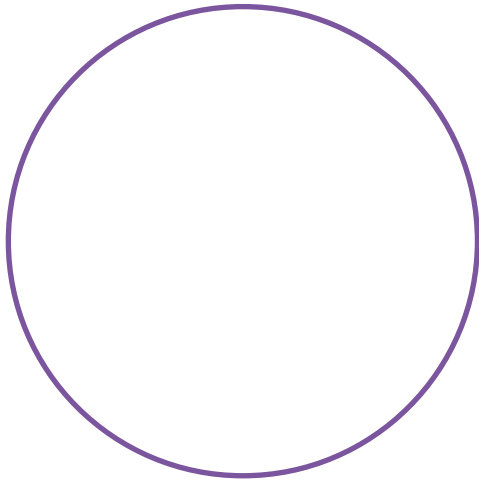




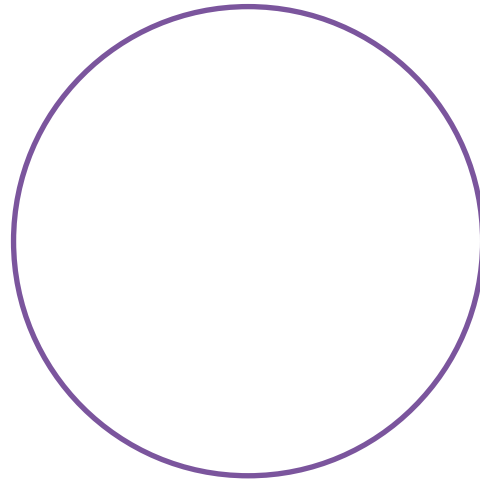
The Magical Mechanics of Performance Excellence



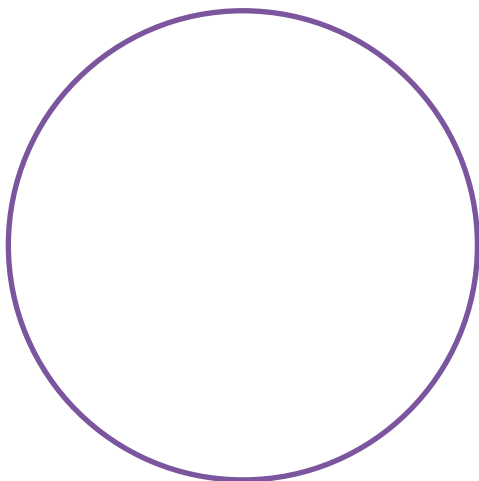
STORY



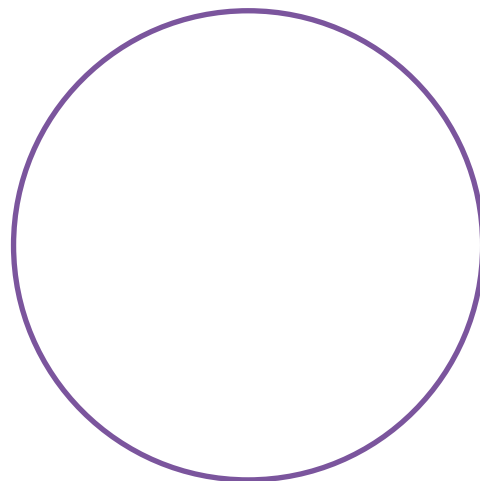
LANGUAGE

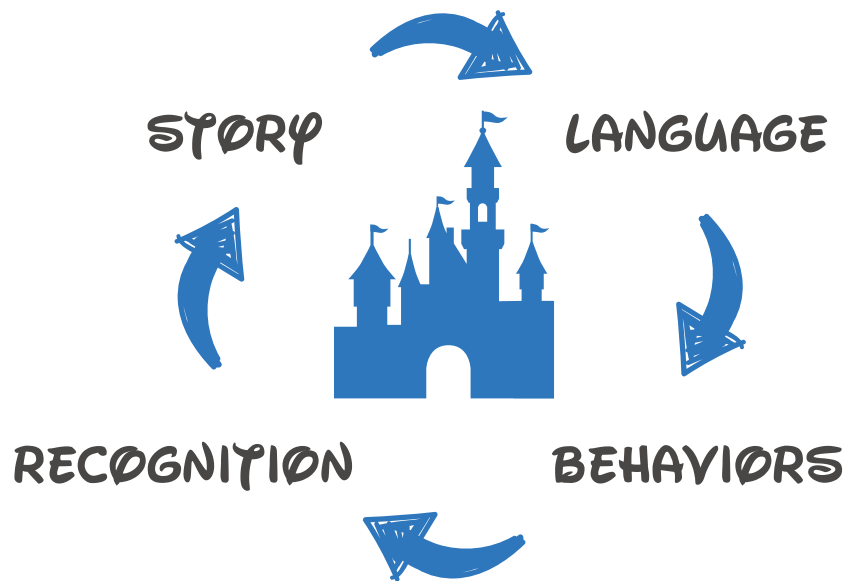
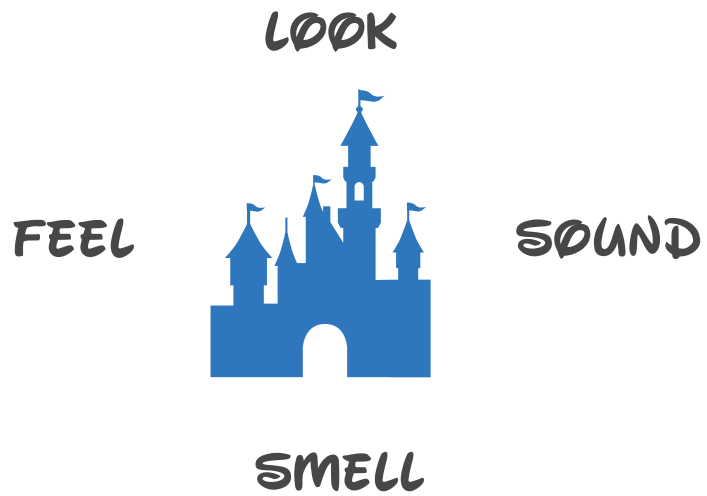


BEHAVIOR

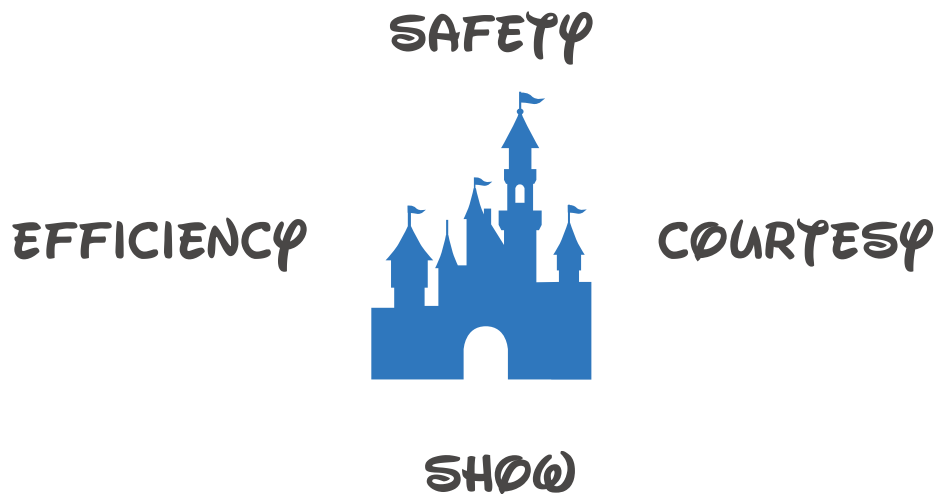


RECOGNITION





Service Standards





QUICK REVIEW



-
1. There's no business _____ show business.
 2. What do we look like, sound like, smell like and _____ like?
 3. There is a profound difference between one's _____ and one's job.
 4. Is it a wand or a _____ ?
 5. Every transaction is an _____ transaction.



“You can dream, design and build the most fantastic place in the world, but it takes people to make that dream a reality.”

- WALT DISNEY



RIDING THE WAVE BACK HOME



1. **WELCOME TO YOUR SHOW** - Who's in this cast?

2. **STORYBOARD THE SHOW** - Look through the lens of the customer's eyes.

3. **TELL THE STORY OF YOUR SHOW**

What is your grounding legend - is it you?

4. **GAME OF BAD SHOW** - Show me how bad it can be.

5. **GAME OF GOOD SHOW** - Show me how good it can be.

6. **SHOW NUMBERS** - How much does this all cost?

7. **SHOW LANGUAGE** - What are the words?

8. **SHOW PERFORMANCE** - How was the acting?

9. **SHOW APPLAUSE** - Recognizing with the correct award.

10. **ENCORE!** - Close the deal with your cast.

THE TEN SKILLS of the SERVICE SUPERHERO!

1. **Serve with Intention**

What is your purpose?

2. **Serve with Knowledge**

What are you being?

3. **Serve with Vision**

What does it look like through the customer's eyes?

4. **Serve with Presence**

"NOW" is all we have.

5. **Serve with Listening**

Exert the power of not talking.

6. **Serve with Safety**

For the security of all involved.

7. **Serve with Courtesy**

Always look happy to see me.

8. **Serve with Showmanship**

There's no business BUT show business.

9. **Serve with Efficiency**

Numbers count.

10. **NEVER FORGET WHO YOU ARE!**

Never leave home without your Performance Contact Moment!



In your world of commerce/show business,
what would be your equivalent to:



SAFETY, COURTESY, SHOW & EFFICIENCY?

Accuracy	Teamwork	Individuality
Talent	Presence	Helpful
Safety	Story	Performance
Show/manship	Innovate	Health (Healthy)
Courtesy	Co-operation	Value (Valuable)
Test	Leadership	Constructive
Efficiency	Compatibility	Training
Productivity	Investment	Communicate
Heritage	People	Willingness
Hardware	Competitive	Humor
Software	Prosperity	Deliver
Skill	Product Excellence	Prestige
Availability	Accountability	History
Empowered	Respect	Creativity
Honor	Applause	Knowledge
Relationship	Purpose	Educate
Awareness	Provide	Integrity
Charity	Ownership	Compassion
	Presentation	Market
	Salesmanship	Honesty