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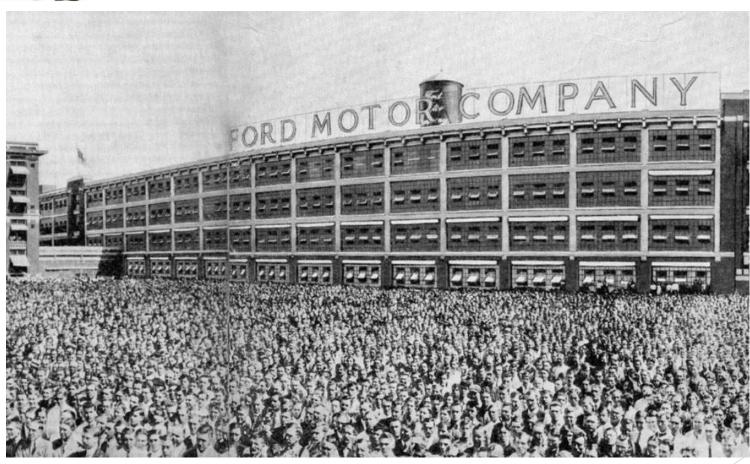
"If everyone is moving forward together, then success takes care of itself"

Henry Ford











(Team + Strategy)(Quality) = Success



#### - Part 1 -

Strategy for the Company



#### Vital Steps:

- Create and Publish your Vision and your Mission Statement
- Use the Mission Statement as a guide to create your strategy
- 3. Implement the strategy
- 4. Work with the Team to achieve success
- 5. Revise the strategy as needed when there are changes in the SWOT



Create and publish your
Vision and Mission Statement



# Create your Strategy



# Implement the strategy



# Work with the Team to achieve Success



# Revise the strategy as needed when there are changes in the SWOT



### - Part 2 -

# Strategy for the Team



Before the team plays a role in the strategy of the company, it is vital for companies to be clear on the role they want them to play

....and to set them up for success.



#### Vital Steps:

- 1. Define Roles for each Team Member
- 2. Build a Team
- 3. Train the Team
- 4. Clarify the Strategy for the Team



### Define roles for each Team member



### Build a Team



## Train the Team



# Clarify the Strategy for the Team



#### Part 1 – Strategy for the Company

- 1. Create and Publish your Mission Statement
- 2. Use the Mission Statement as a guide to create your Strategy and Quality standards.
- 3. Work with the Team to implement the strategy
- 4. Work with the Team to uphold and improve the quality standards and achieve success
- 5. Revise the strategy as needed when there are changes in the SWOT



#### Part 2 – Strategy for the Team:

- 1. Define Roles for each Team Member
- 2. Build a Team
- 3. Train the Team
- 4. Clarify the Strategy for the Team



Q: Once you have decided a strategy for your company, set SMART goals, communicate actions and activities – does Success come naturally?

A: Unfortuately not – No matter what level of a company you are in, you need to remember it is your <u>whole team</u> that is required to produce Quality.

Without Quality – Success is a game of Luck!



# The Hybrid Hospitality Quick 6 of Ensuring Quality



## Inspire your Team to achieve success



Listen to your Team.
Listen to your business.



## Motivate.



Continually <u>strive</u> to engage staff in improving quality and ensuring quality



# Nurture a healthy work environment



# CELEBRATE EVERY SUCCESS!!!





(Team + Strategy)(Quality) = Success



# Questions?

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# Thank You