

Reflection

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"It is only through challenges that we grow stronger."  
- Scott Peck

**E-Educate & Recommend:**

I know my Center environment, supporting our customers as required.

Know My Surroundings

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Know My Guests

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Reflection

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"If I can't explain it simply enough, I do not know it well enough."  
- Albert Einstein

What will you do to ensure you are delivering on our Hospitality Promise of Delivering Service with Westfield STYLE?

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"You do not build a reputation on what you say you are going to do."  
- Henry Ford

Delivering Service With



**Orientation**

**STYLE**

Stories, Teamwork, You, Listen & Respond, Educate & Recommend

**S-Stories:**

I am an ambassador for the Westfield Brand.

Live the Story

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Live the EDGE

Achieve:

- We deliver exceptional experiences and results!

Collaboration:

- We are successful by fostering open, honest, and transparent communication with one another.

Innovative:

- We are fearless...We are creators...At Westfield anything is possible!

Community:

- We serve each other and our communities with dignity, humility and respect.

Reflection

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"Be the Story you want to tell"  
-Unknown

**T-Teamwork:**

I am responsible for working collaboratively to ensure Center success.

Keep It Safe

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Keep It Clean

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Keep It Green

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Keep Communicating

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Reflection

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"Few people are successful unless a lot of other people want them to be."  
– Charlie Brower

**Y-You:**

I am responsible for delivering a friendly and memorable first and last impression.

Make an Impression

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Make a Statement

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Make a Difference

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Reflection

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"It is easy to be great one or two days a year. The real challenge is to be great everyday."  
– Willie Mays

**L-Listen & Respond:**

I actively listen, and quickly respond to all customer verbal and non-verbal requests.

Own It

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E.A.T. Framework

Empathize appropriately: "I understand how you feel"

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Apologize sincerely: "On behalf of my Center, please accept our apologies."

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Thank graciously: "Thank you for letting us know."

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