

Everyone is a Customer— Building a Quality Team

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Ryke's Bakery . Catering . Café

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Objectives

Understand the process of forming a quality team & the impact it has on morale (riding the roller coaster!)

Tips on how to create an environment where feedback is given freely and constructively to navigate through forming the team.

Thought for the day...

“If common sense were all that common...

We wouldn't be having this
conversation today.”

Henry Ford

The Roller Coaster



The Roller Coaster DEFINED!!!

Forming: Core Values ---



Forming: Core Values



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Passion for Service



Creating a Culture of Service – Our Values

Focus on what the



in order to be
successful.

The GOAL:

Each of us needs to be in
“Service Mode”

_____ of the time!

My Bathroom – 2:00 a.m.



Kitchen at 6:00 a.m.



Me on my way to the Bakery... 7:00
a.m.



Bakery Parking Lot



How do YOU bring people into your TEAM???

- What are you doing to bring people into your teams that's working....
- What could you add to that process?

STORMING!!!



Encouraging Feedback & Problem Solving- Remove Roadblocks!

- Penny Toss
- Commendations & Citations
Program

Improvement Opportunities

Let's Make It Better!

- Define the Issue...
- What's the fix/es?
- Action Plan –
 - What / Who / By When

Internal Feedback!

- Describe what happened, what you saw, what you heard, etc... be specific
- Describe how what happened impacted you or the customer or your team
- Problem solving ideas or requests

Putting it all together...

What impact will better forming of your team have on morale and the culture of your organization?

What techniques can you implement to help your teams STORM and learn to ride the roller coaster more smoothly?