

## Be Eager to Serve

### **Suggested Use:**

Watch the video once a week for the entire month. After each viewing, use the discussion questions and activities for that week to reinforce the message. Feel free to come up with additional questions and activities. Practice makes perfect so keep track of your commitments and the progress you are making!

### *Week 1*

- What do you believe was the main point of the video?
- How do you see yourself using the points from the video in your role?
- What are some ways your team can use the main points from the video?
- Do you see any ways you can apply any of the learning points in your personal life?
- Can you think of any barriers to using the points at work? If so, what are they? How will you address the barrier(s)?

### *Week 2*

- What does your “ready position” look like?
- Thinking about your “ready position,” what three things can you do differently to strengthen your image of being eager to serve?
- What specific behaviors show you are eager to serve? List three.
- What three things will you commit to do this week to improve your eagerness to serve?
- List three things you will commit to doing this week to proactively create engagement.

### *Week 3*

- Have you ever walked into a business and decided to leave due to a lack of urgency from the staff? Please explain and discuss what they could have done to keep your loyalty.
- Describe an example of someone having a “sense of urgency” for the customer?
- Think about a time when you were a customer and you did not feel cared about. What three things made you feel the employee was not eager to serve you?
- In your job, how do you get ready to be eager to serve?
- Partner with a peer and identify three things you will do to improve service in your business.

## **Be Eager to Serve**

### *Week 4*

- What are some things you can do or say when you're within 10 feet of a customer that will make them feel engaged?
  - ...when you're within 5 feet of a customer? List three things for each.
- Think about everything you've learned about being eager to serve. Describe two situations where you have applied this. What was the result?
- List five non-verbal behaviors that will make your customer feel you are eager to serve.
- List five non-verbal behaviors that could indicate to your customer that you are NOT eager to serve.
- Take five minutes and walk around your business as if you were a customer. What are you seeing that demonstrates eagerness to serve? What could be improved? Make a list of each.