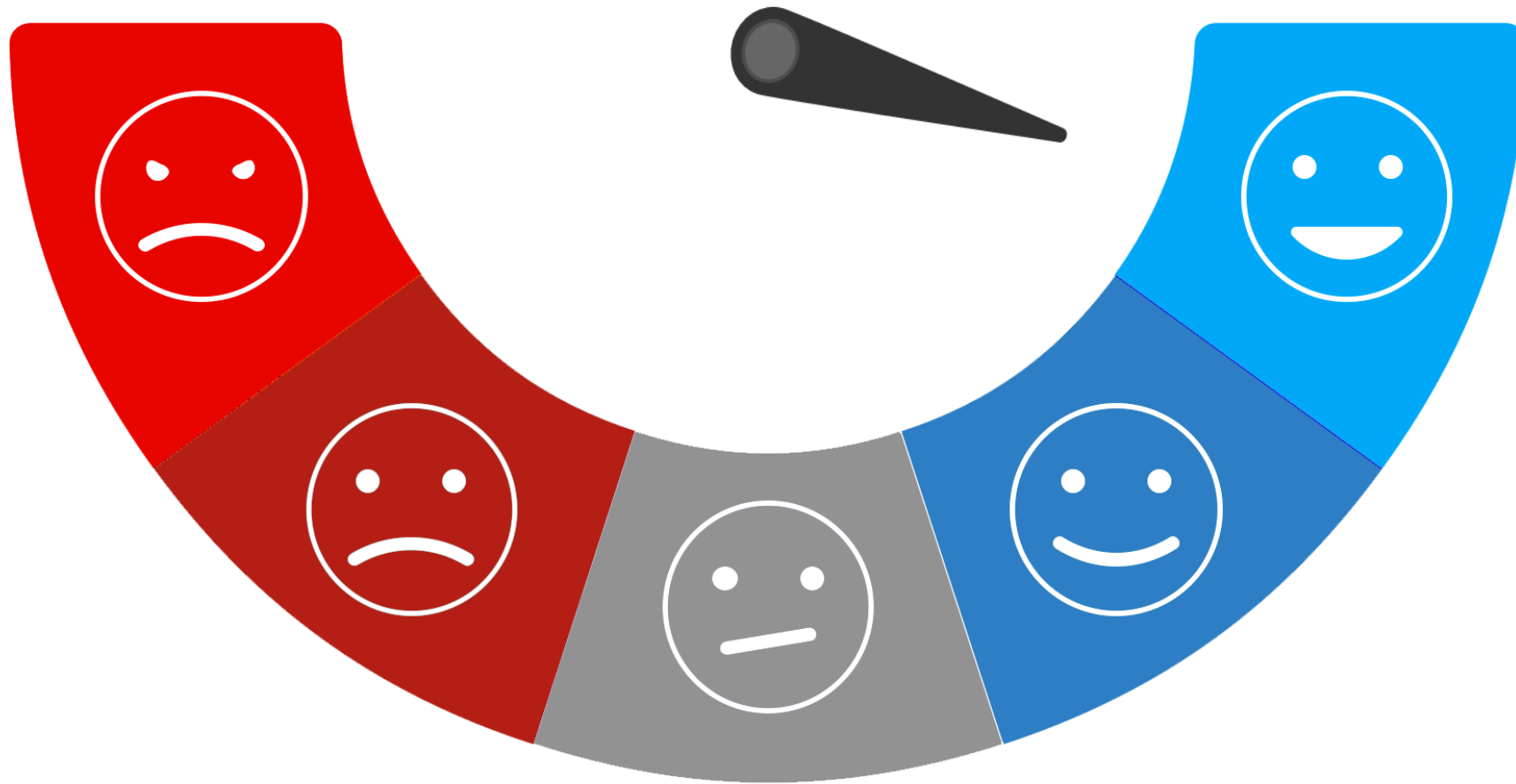


MAKE A
DIFFERENCE **WITH**  **CLASS**

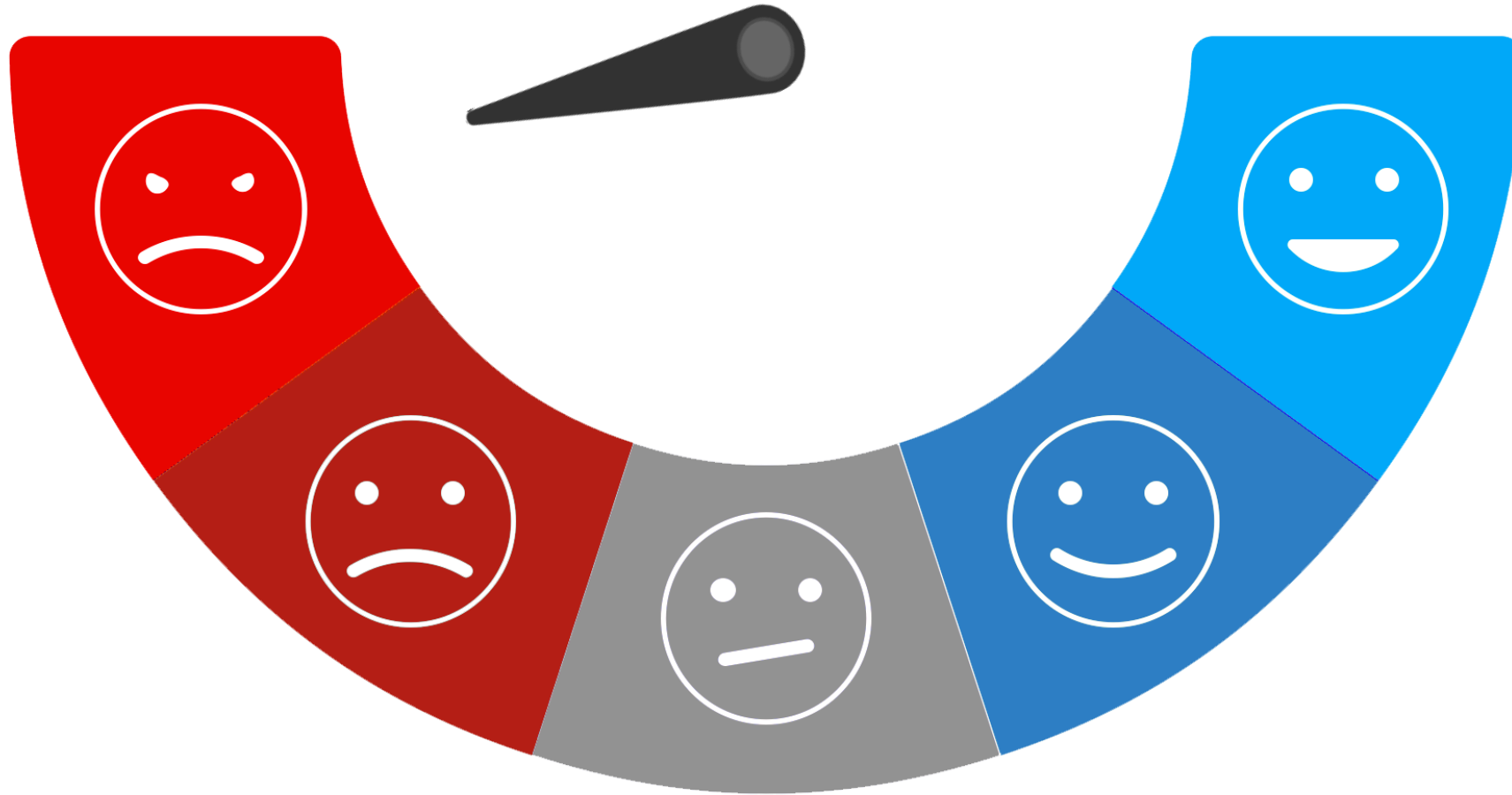
What does good service look like?



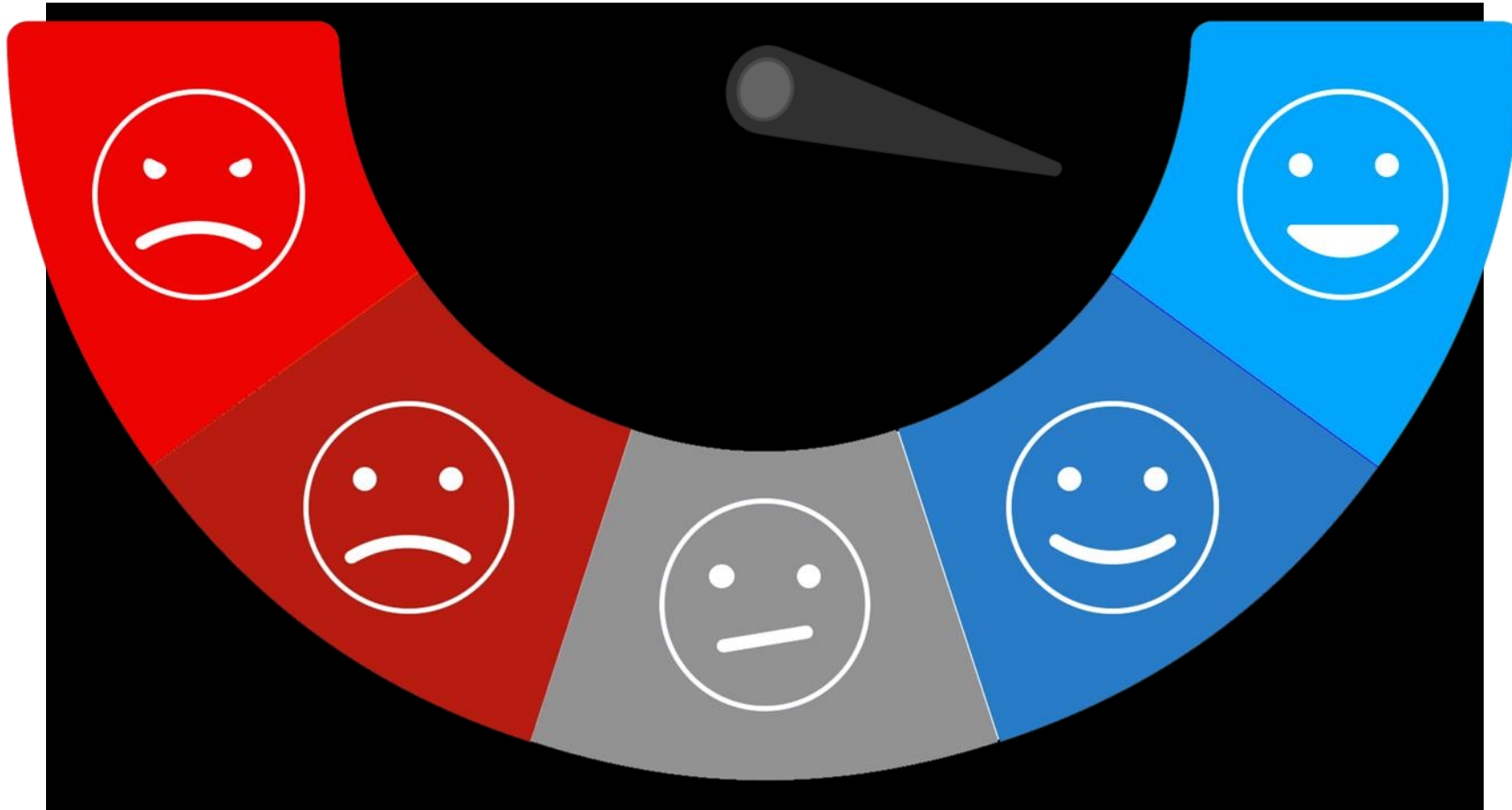
Carb Overload



How does this experience rate?



Good Service at VIOC



Why Not?

Why are we not consistently smiling and being friendly to our guests?



What holds us back?

Why are we not consistently smiling and being friendly to our guests?

1.	
2.	
3.	

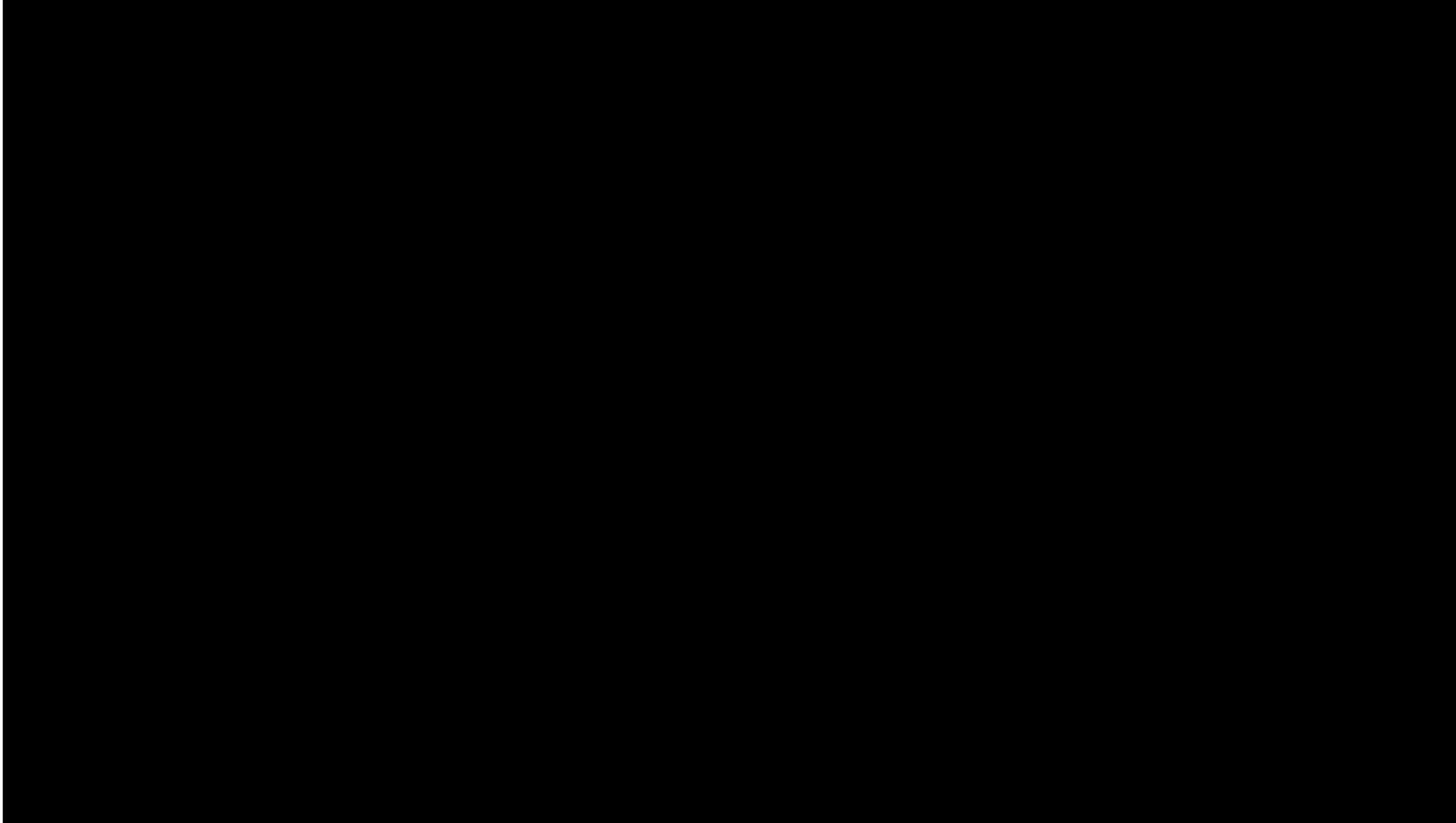
We WILL be...



Difference Makers – Open Doors



Difference Makers – Open Doors



Difference Makers – Open Doors

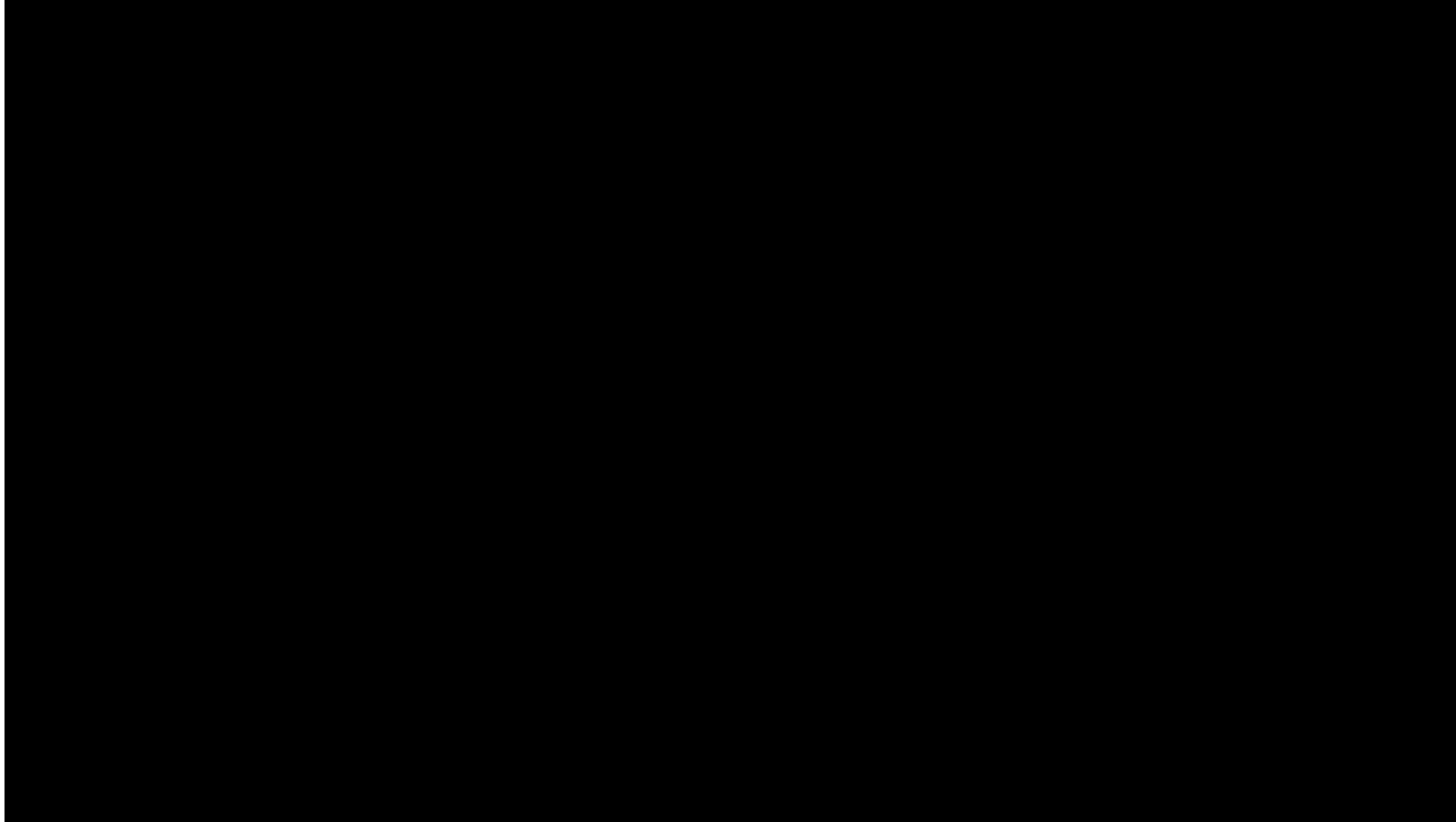


- Let me get that for you
- Clean hands
- No dirty gloves
- Use your arm

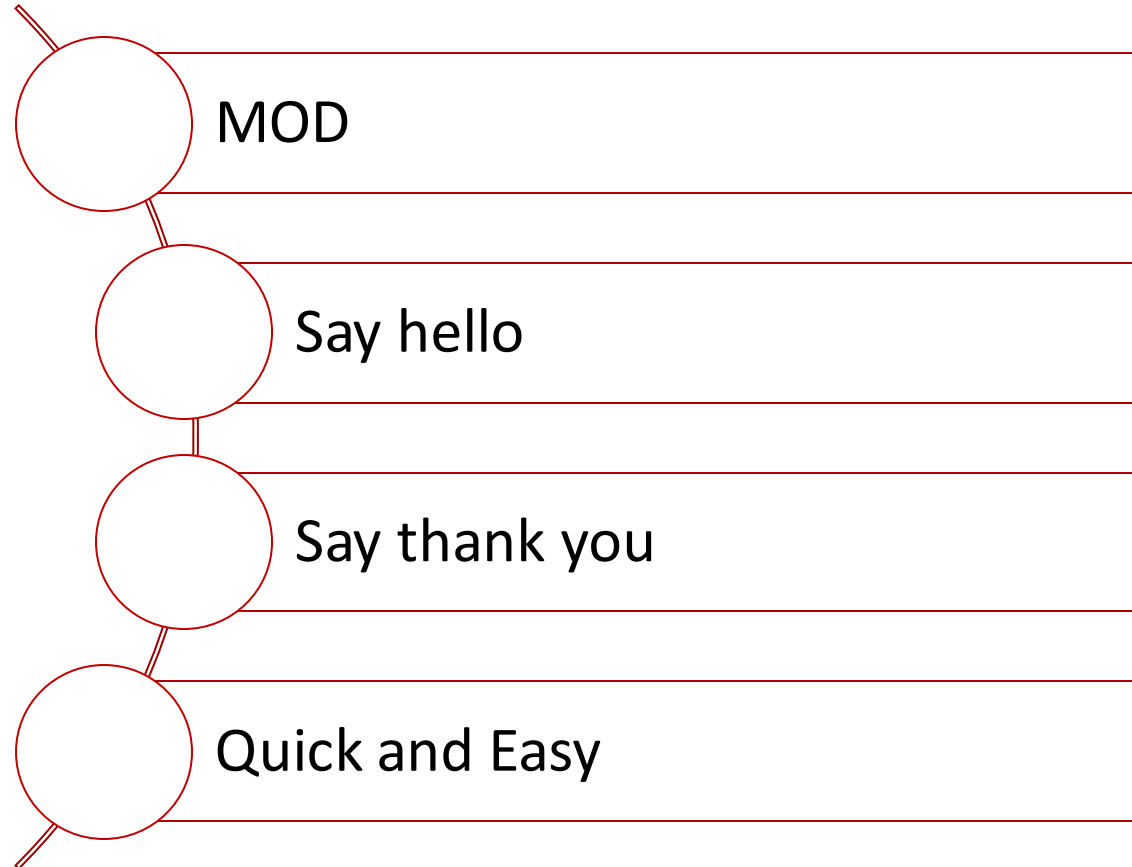
Difference Maker - Manager Introduction



Difference Maker - Manager Introduction



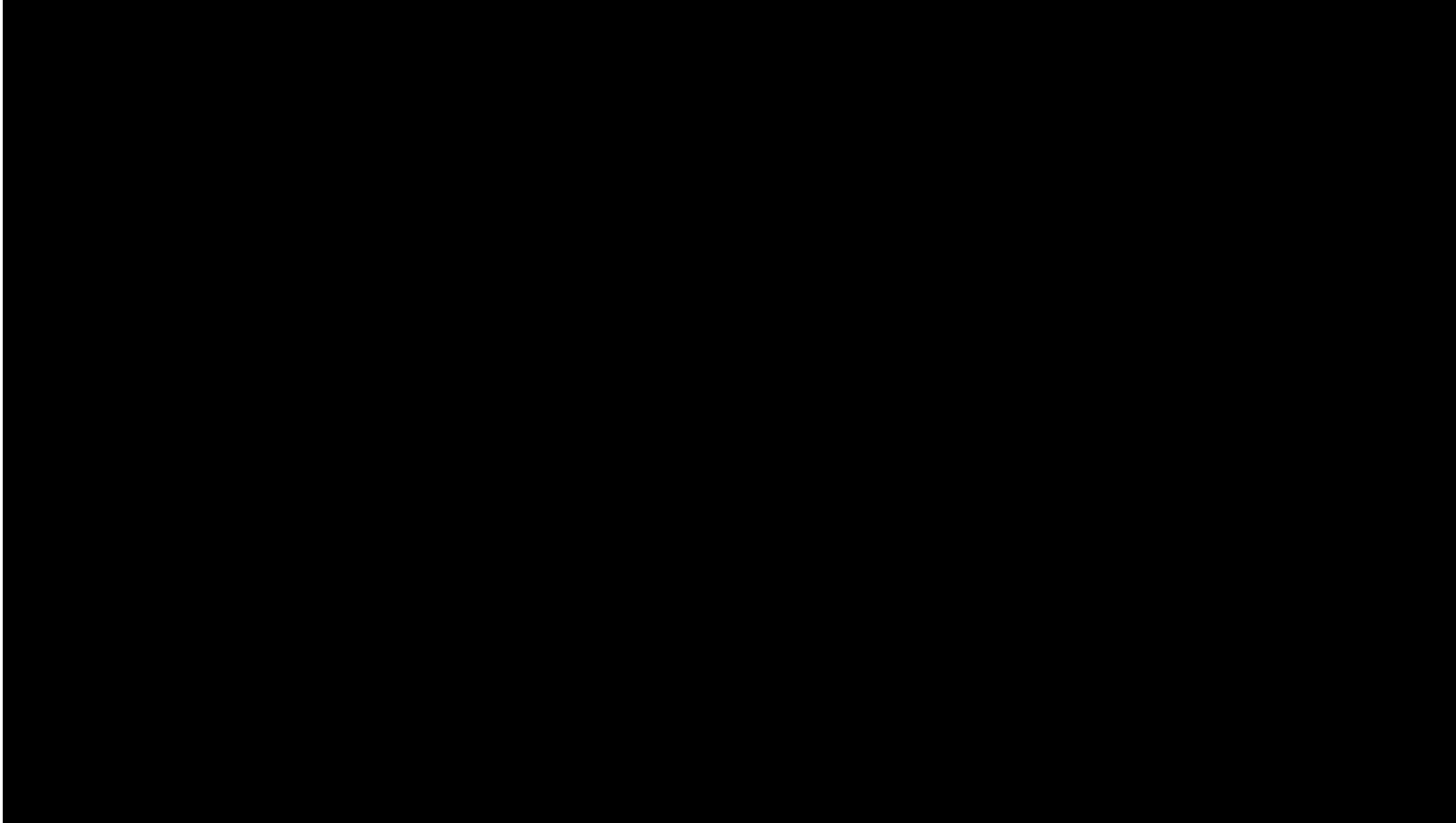
Difference Maker - Manager Introduction



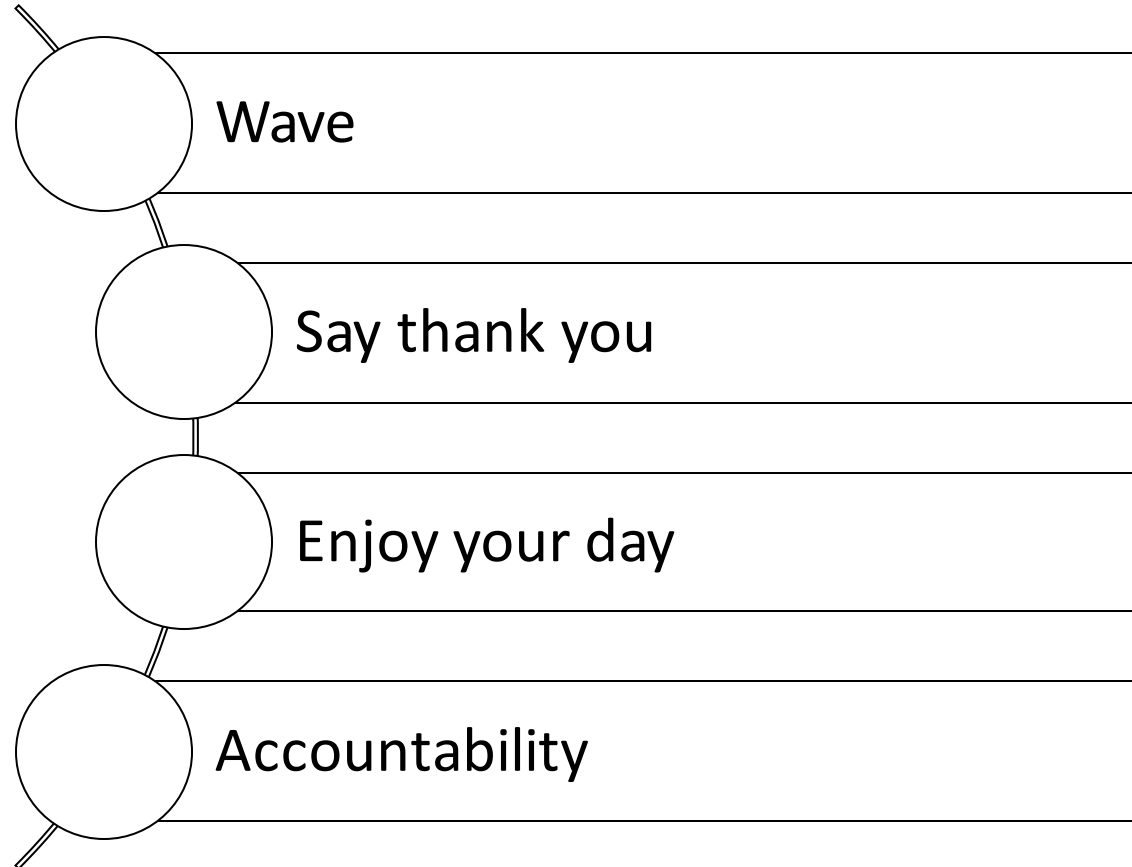
Difference Makers – Team Goodbye



Difference Makers – Team Goodbye



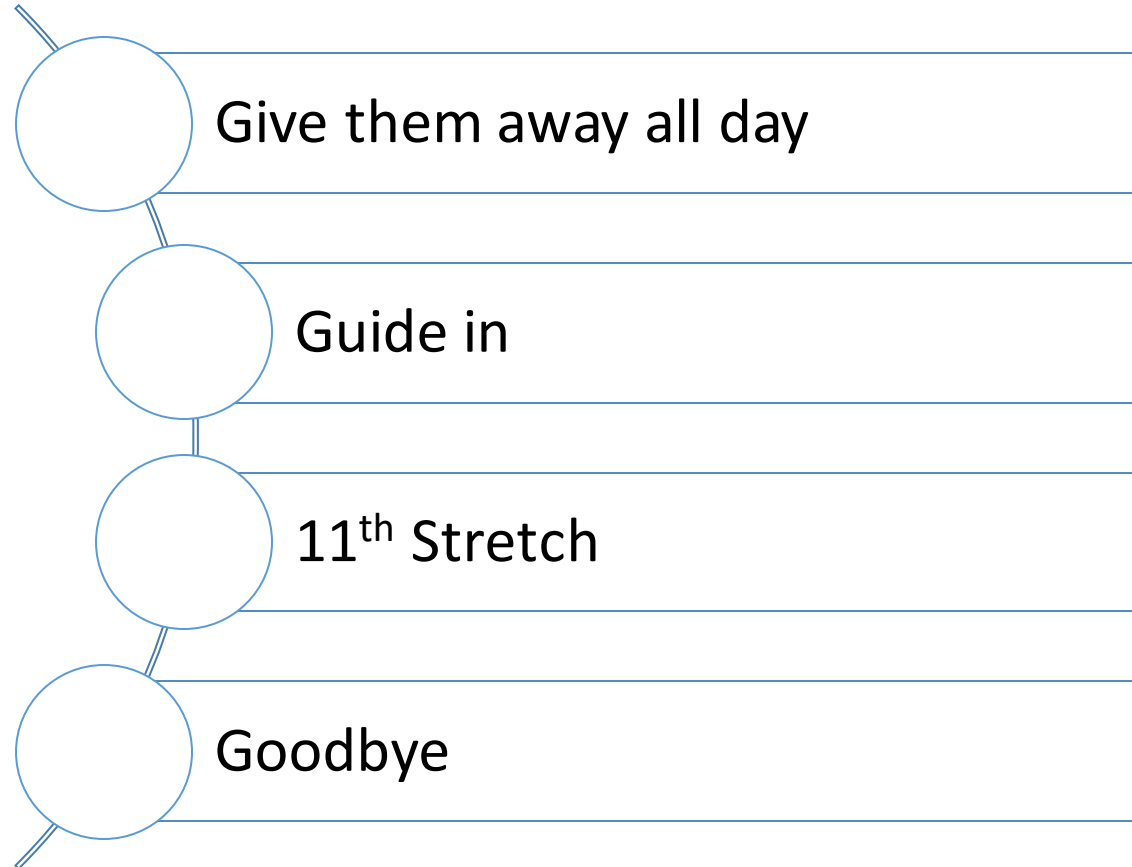
Difference Makers – Team Goodbye



Difference Makers – “Happy to Help”



Difference Makers – Smile



They Really do Make a Difference



Everyone was super friendly and the service was quick. The staff genuinely got along with each other and seemed to enjoy their job. The manager was leaving to go home and I noticed he made rounds saying goodbye to the employees and even came over to shake my hand and thank me for my visit. The entire visit was great!

— VIOC Customer 090031



Excellent Service! Professional, respectful, courteous and friendly. Very good customer service. Every one of the staff smiled and said hello and goodbye when we left. I was very pleasantly surprised by the over all experience. The best customer service I have seen in Moses Lake. To see a team excelling at it was uplifting. Thank you Jr and team!

— VIOC Customer 090019

They Really do Make a Difference



Staff was very professional and friendly, made you feel like part of a family. Was greeted promptly upon pulling up, once inside everyone was very courteous. I was explained everything that was going on before performing the task. Upon departure everyone waved and thanked me for coming in.

– VIOC Customer 050030

H2H

I've been to many different VIOC locations and this team is the best I've had. The manager introduced himself and let me know he was happy to have me as a customer. The team let me know they were all happy to help, they seemed to make safety a top priority, and when I was leaving the team waved goodbye.

Thank you for the great service!

– VIOC Customer 030008

How to Build the Culture

- Deliver the promise
- Train your teams
- Lead by example
- Coach in the moment
- Updated Spotlight form
- Added to SuperPro
 - Orientation
 - Super Start
- Poster available



REAL LIFE is happening to all of us...

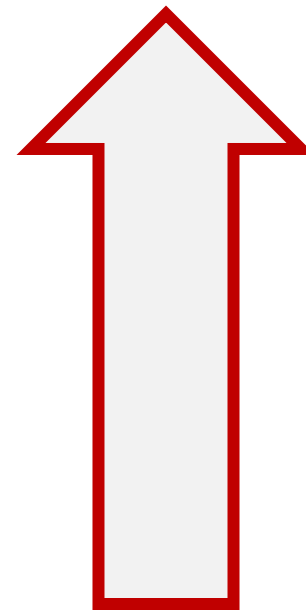
MAKE A
DIFFERENCE WITH  **CLASS**



REAL LIFE is happening to all of us...

MAKE A
DIFFERENCE **WITH**  **CLASS**

Wrap Up



REAL LIFE is happening to all of us...

MAKE A
DIFFERENCE WITH  **CLASS**



MAKE A DIFFERENCE WITH V CLASS



EVERY GUEST. EVERY TIME.