




MISSION MEETING

NOVEMBER 2023



MISSION STATEMENT AND VALUES

It is our mission that all who enter our Retirement Community feel the love, strength, and blessing of a safe, happy, healthy, Christian home.



OFFERING HIGH QUALITY CARE

UNIFIED VISION

RESPECT FOR ALL

HEALTH AND HAPPINESS

OUTSTANDING TEAMWORK

MEANINGFUL LIVING

EXCELLENT SERVICE





Mental Strength

What is it and what does it look like?

The ability to have strength in the face of adversity.

When you're knocked down, you get back up and fight.

You show up, even when you don't feel like it.

Don't allow your struggles to define you.

This is a skill that is developed, a type of emotional mastery as opposed to something that you are born with.



CUSTOMER SERVICE

Taking it to the next level



What does this make you think of?





THE STARBUCKS MODEL

WELCOMING

Offer everyone a sense of belonging.

GENUINE

Connect, discover, respond.

KNOWLEDGABLE

Love what you do. Share it with others.

CONSIDERATE

Take care of yourself, each other, and our environment.





INVOLVED

In the store, in the company, in the community.









BE WELCOMING

- Provide uplifting experiences that enrich your customers' daily lives
 - Greet customers when they walk through the door.
 - Make eye contact with your customers.
 - Start a conversation.
 - Get to know your customers by drink or name.
 - Anticipate and respond to your customers' needs.
 - Make them feel taken care of.
 - Welcome all kinds of feedback – the concerns and the praise.
 - Encourage teamwork on your shifts to ensure partners and customers feel welcome.
 - Ensure your customer is your number one priority.
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BE GENUINE

- Always be aware that customer service is communicated verbally and nonverbally.
 - Remember that basic services meets customers' expectations; legendary service exceeds customers' expectations.
 - Provide customers with prompt and professional service, as well as quality services and products.
 - Focus on the positive, on what you can do, and not on what you can't do.
 - Be enthusiastic about your customers' experience, and invite them back for another visit.
 - Exceed expectations. Look for ways, both big and small, to let customers know they are valued.
 - Use your good judgment and common sense when making things right.
 - Anticipate customer needs. Be empathetic- remember your own experience as a customer.
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BE KNOWLEDGABLE

- Understand what Starbucks does for the environment, and in origin countries.
 - Learn how to describe coffee – your customers expect you to be a coffee expert.
 - It's okay to not always know the answer. When you don't know, find out.
 - Remember that learning about coffee is an everyday adventure.
 - Share your knowledge, passion, and excitement with partners and customers. Enthusiasm is contagious.
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BE CONSIDERATE

- View the store from a customer's perspective. How does it look and feel?
 - Offer help and support to fellow partners at work.
 - Take the initiative: When you see something that needs to be done, do it.
 - Recognize partners for their effort and quality of work.
 - Always be punctual – it affects customers, partners, and store business.
 - Contribute to a safe, secure, and accident-free environment for everyone.
 - Communicate to partners with openness and sincerity.
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BE INVOLVED

- Ensure our Mission and Values are reflected in everything you do at work.
 - Consider ways to become involved in your community.
 - Invite customers to become involved in store-related volunteer activities.
 - Use the Mission Review to voice your view, and ask for guidance on policies, practices and programs that you feel may be inconsistent with our Mission Statement and Guiding Principles.
 - Be aware of the tone, spirit, and energy of the store.
 - Be a model of positivism.
 - Enjoy taking on new challenges with your store team.
 - Express your views. We welcome your feedback.
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NOVEMBER EMPLOYEE OF THE MONTH

Captoria King – Health Center, Charge Nurse

MILESTONE ANNIVERSARIES

10 Years:

April Tilley – Health Center, Certified Medication Aide



Let's Celebrate!

Whoot Whoot!

