

Week 11: Decide on goals and how to measure success

Now that you have decided on the top 3 actions for each R and TOFU, determine how to measure progress!

Who: Employees who will stay for the upcoming season

Time: 10 minutes

Required: computer with access to internet (possibly projector)
handout "[3Rs of Whistler's Service Solution](#)"

Exercise:

- Review the top 3 actions your team decided on for each R and TOFU
- Discuss the changes that they have noticed since they identified the key actions
- Discuss what still needs to be addressed
- Formally decide on goals for each action and how they can be measured
- Take this opportunity to showcase peer leaders in your business and recognize employees for their progress in delivering the 3Rs

	Actions	Goals	How to measure?	Timeline
Be reliable	1.			
	2.			
	3.			
Be responsive	4.			
	5.			
	6.			
Build relationships	7.			
	8.			
	9.			
TOFU	10.			
	11.			
	12.			

Tip: To continue having service top of mind in your business, implement regular check-ins with the team. This will help everyone understand the importance of the 3Rs in your business and measure their progress.

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