

## Week 7 - Check in on Responsiveness and focus on Relationship Building

Although Relationship Building is the last of the 3Rs, it is the one that distinguishes good service from excellent service. Only excellent service creates strong word of mouth for businesses.

**Who:** all employees

**Time:** 10 minutes

**Required:** handout "[3Rs of Whistler's Service Solution](#)"

### Exercise:

- Start with a **check-in**:
  - Review last week's actions to improve reliability
  - Discuss changes employees have made or noticed
  - Encourage them to share stories to keep those actions top of mind
  - Celebrate successes
- Switch discussion on Relationship building. **We build relationships by personalizing the experience.**
- Review the 3Rs handout. Focus on relationship building
- View the [example](#) and discuss how you can use elements from the article to improve relationship building.

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