

Week 8 - Brainstorm on how to get better at personalizing the experience

Who: team members or employees with similar jobs

Time: 20 minutes

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

Exercise:

- Review the 3Rs handout. Focus on relationship building,
- Brainstorm with your team how to get better at personalizing the experience [\(Depending on the team's size you may ask everybody to write down a couple of ideas or to brainstorm with a partner first\)](#)
- Ask for the best ideas and list them.
- Choose *the top 3 actions* that you will implement to build relationships.

Top 3 ideas:

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