

Week 5: Check in on Reliability and focus on Responsiveness

Responsiveness means to fulfill customer requests efficiently

Who: team members or employees with similar jobs

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 Responsiveness. *To be responsive means to fulfill customer requests efficiently.*
- Ask your team this question:

Which of the following is NOT an element of responsiveness?

 - A. Offer to help the customer
 - B. Ask the right questions and listen
 - C. Keeping the store clean and inviting
 - D. Keep the customer informed on process and delays
- Review the elements of responsiveness listed in the handout. Discuss what it means for your organization

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