



# *be the difference*

## **Front Line Associate**

*Because I am committed to Being the Difference,*

*I will:*

Always do my best.

Treat guests how I would like to be treated. I will put myself in their shoes.

Think about my workstation in terms of my “home away from home.” I will treat guests in the same way that I would treat guests in my own home.

Welcome guests by smiling, making eye contact and providing a friendly greeting.

Ask questions in order to understand my guests’ needs.

Be knowledgeable about my venue outside my workstation so that I can answer guests’ questions.

Show I care. If there is a problem, even if I didn’t cause it, I will listen to my guest, apologize, and then do my best to solve it.

Sincerely want to provide my guest or co-worker with a great experience each and every time. I will go above and beyond to Be the Difference whenever I can.

Complete guest service training. I will live and breathe the guest service standards I learn.

Give feedback and share my ideas with supervisors and managers. What I think it is important!

Be recognized for Being the Difference. My actions, no matter how small, make an impact!

I agree to follow this pledge when hosting guests at First Niagara Pavilion. This is my personal commitment to Being the Difference.

Name \_\_\_\_\_

Signature \_\_\_\_\_