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## A Service Attitude

While each person brings his or her own attitudes to the workplace, the club expects employees to be indoctrinated into a culture of absolute dedication to quality and the needs of the member.

Your emphasis as a leader and all the training focus for your employees is on learning how to say YES to members. If this attitude is kept foremost in mind, it will help you and your employees handle any unusual requests or difficult situations with members. This indoctrination is the ongoing responsibility of leaders at every level and can best be accomplished by your wholehearted support, daily reinforcement, and personal example.

Equally important, this attitude should characterize your work team's relationships with fellow employees – their internal customers. Everyone who works for the club is expected to accomplish the same mission. Cheerful and complete cooperation makes work easier, more meaningful, and fun. Every employee should be encouraged to provide excellent service to external customers.

Attitudes are contagious. Each person's attitude affects the process. Biases, sensory input, and emotions all influence how you think and act.

If you believe that support is necessary for happiness, you will support that. If your thoughts tend to the negative, you will go to work expecting anyone to be a liar, he or she will assume that everyone lies and will go to work expecting anyone.

The implication is that you create the world you want through your thoughts. People who are upbeat and look for the good in everything know that, while they cannot control events, **THEY CAN CONTROL THEIR REACTIONS TO THOSE EVENTS!** Simply put, you can make whatever you want of any situation.

Attitudes are clearly infectious and you owe it to others to be as positive and cheerful as possible. One defeatist, grumbling, negative attitude can ruin the day for many others. The sad thing is that you allow the negative person to do this. When one considers the uproar in society over the danger to people's health from passive smoking, it is surprising that they aren't just as adamant about the threat to health from passive bad attitude.

So don't tolerate your employees' bad moods. Confront them; establish a frame of mind. Tell them to go home if they cannot provide acceptable service.

As a leader you are responsible for the attitudes of the people with negative attitudes. Confront them; establish a frame of mind. Tell them to go home if they cannot provide acceptable service.

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**Take Away:** One's attitude is a major determinant of success in all one does.