

x-tra mile files



There are countless "little" things we can do to go the extra mile for our customers. Here are just a few:

- Give the customer a taste of a new salad.
- Send an article to a client about their field of work.
- Call a wholesale customer back to follow-up on the effectiveness of your work.
- Add in a little "sample" of something extra to an order.
- Send a hand-written "thank you" note to your customer.
- Carry a guest's sandwich to their table.
- Carry his/her bag to their car.
- Offer a serving suggestion or recipe.
- Offer a shopping bag to make it easier to carry purchases.
- Point out an item that's on special.

Always keep in mind, "What can I do to better serve this guest?" For more "real life" examples, check out the following extra miles that've appeared in past issues of *Workin'*.

Stas' Cleans Up For Jenny Rominski

Sometime during October, Jenny (Tubbs) Rominski realized that she'd been catchin' an extra mile in action for some time. Apparently, ZingTrain's Stas' Kazmierski had been running around with a garbage bag picking up trash by the meters on Detroit Street by the Deli. Her first thought was, "Did Stas' get a job with the county?" Then she thought, "Nah, that's just Stas'—he's always keeping the place lookin' good." To top this major deed off, according to Jenny, he also regularly takes out the bathroom trash and helps with the office recycling, too! Thanks for going the x-tra mile in cleanliness, Stas'!

Knowin' Leah Trulik Proves to Be Full of Benefits!

ZingTrain's Madolyn Lottman was working away furiously at completing her orientation when she realized she only needed one more class to receive her benefits. Well, rather than making her wait until the next month, Leah agreed to come in on a Saturday (not a usual work day for her), and present the ZEE II class to Madolyn. This way, Madolyn could start receiving her employee discount and other important perks, right away! Thanks for goin' the x-tra mile, Leah!

Sheila's Service Warms the Heart and Health of Cold Customer

Not long after a local blackout, Sheila Cameron at the Deli noticed a customer holding a sealed jar of homemade chicken soup. According to the guest, it was the only food she had, and she was just recovering from an illness! Well, Sheila arranged to get her soup heated in a double boiler in the kitchen, maintaining food safety and customer service at the same time. Way to look out for others, Sheila!