

Unit 203: Provide guest service

Activity 2: Productivity vs quality (Tutor)

This exercise explores situations where employees are faced with conflicting priorities.

For example, on a busy day, we might struggle to provide each individual customer with personal and attentive service if we have a long line of people waiting for our assistance.

This exercise can help you explore the balance between productivity and quality. It works best in a team or group setting with a minimum of six people.

The exercise

This exercise is done in two rounds with a short debriefing in between. You'll need a timer or stopwatch for this activity.

Round 1

Participants will have **three minutes** to introduce themselves to three people and learn three things:

- 1) The person's name
- 2) A hobby or interest outside of work
- 3) The person's customer service strength

Call time after three minutes and ensure everyone stops.

Debrief

Ask for volunteers to name all three people they spoke to and correctly list the three pieces of information for each person (typically, only a few participants can do this).

Discussion questions:

- What made the exercise difficult?
- What strategies could we use to balance productivity and quality the next time?
- What can we learn from this exercise that applies to our work?

Round 2

Replay round 1 but ask participants to introduce themselves to three new people this time.

Check to see whether more people can successfully name the three people they met and correctly list the three pieces of information for each person.