Care Like a Mouse, Chapter Four – Serving Castomers, Table 4-3, Appreciate Assessment Worksheet

Appreciate is the third word in the TEAM acronym. It represents the need to develop your employees so they can reach their full potential. Use this worksheet to benchmark your, and your management team's, current behaviors against the Disney TEAM standards.

Directions

Score your effectiveness in each Appreciate component listed below, with the number '100' representing the most effective teaching possible and '0' representing the least effective possible. If your organization does not offer one of the components, score yourself as a '0' for that component.

1. Do you greet each employee every day they work? _____

2. Do you thank each employee every day for the work they do? _____

3. Do you publically celebrate employees who deliver effective service? _____

4. Do you feature your employees in newsletters and on bulletin boards? _____

5. Do you have an employee recognition program? _____

6. Do you actively use that employee recognition program? _____

7. Do you surprise your employees with thank you treats, parties and special outings? _____

8. Do you celebrate employee birthdays and work anniversaries? _____

9. Do your employees believe you will protect them in difficult situations? _____

10. If you transferred to a new location, would your employees want to follow you? _____

Add up all the scores you awarded yourself and divide by the number of questions you answered (IE-A total added score of 640 divided by 10 would equal an aggregate score of 64% out of 100%). Then place the resulting number on the line below.

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Your Total Appreciate Score: _____

Based on your answers to the questions and your score above, list items that you should act upon. Then list the initial action steps you will need to take.

Observation: _____

Observation: _____

       Action Item: _____

Observation: _____

       Action Item: _____

Observation: _____

       Action Item: _____

Observation: _____

       Action Item: _____