



WORK LIKE YOU OWN IT!

ENCOURAGE IT. RECOGNIZE IT. CELEBRATE IT.

2019 Maryland Tourism & Travel Summit

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@bwenterprise

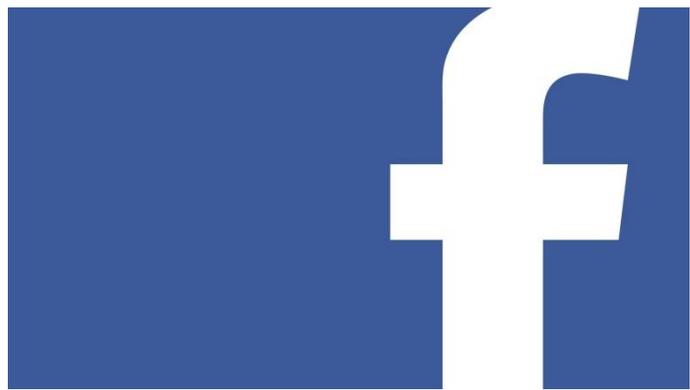
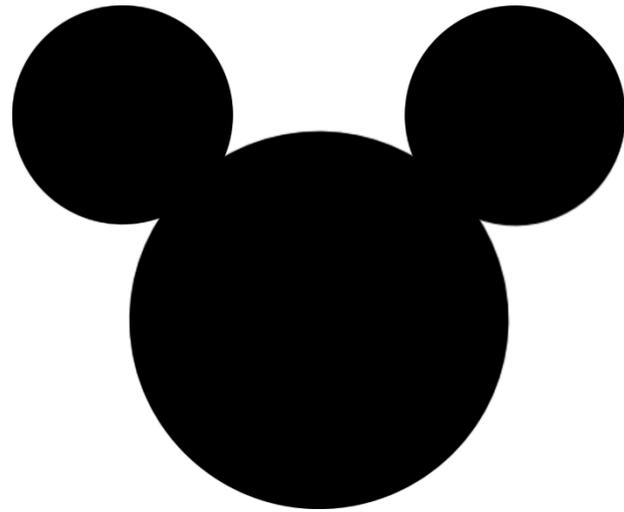
WE EXIST TO SERVE OTHERS SO THEY MAY BETTER SERVE THE WORLD.®



There should be EVIDENCE
you were there.

EVIDENCE

amazon



Google

Work Like You Own It!

Habit #1: How (and who) will I “Wow” today?

- Make a personal list of ways to wow external customers.
- Make a personal list of ways to wow internal customers.
- The service you provide should be the highlight of the customer’s experience.



Work Like You Own It!

Habit #2: Give teammates recognition

- Meaningful recognition
- Superstars love to work with other superstars
- Minimum once per week
- Peer accountability



TREND FORECAST
MANAGEMENT UNITY FEARLESS REPORTING
ES SALE INNOVATIVE SOLUTION INVESTMENT
PARTNERSHIP VALUES RESULTS MARKET
ACCOUNTABILITY
Y
TOOL HUMAN EXPERIENCE STRATEGY
SKILL IMPRESSION ATTITUDE DEVELOPMENT
FORMATION RESEARCH

Work Like You Own It!

Habit #3: Be an ambassador

- NO “they” and “them”
- Always speak positively
- Know what you are representing (products, services, etc)



Gratitude



Hurricanes





**Gratitude turns what we
have into enough.**

-Melody Beattie



**WHAT IF
YOU WOKE UP
TOMORROW
WITH ONLY
WHAT YOU WERE
GRATEFUL FOR
TODAY?**

Gratitude Exercise

- ♦ To someone I work with
- ♦ To someone I report to
- ♦ To someone in another department





Everybody
Can Be Great
Because
Everybody
Can Serve.

- Martin Luther King Jr.

Let's Stay Connected!

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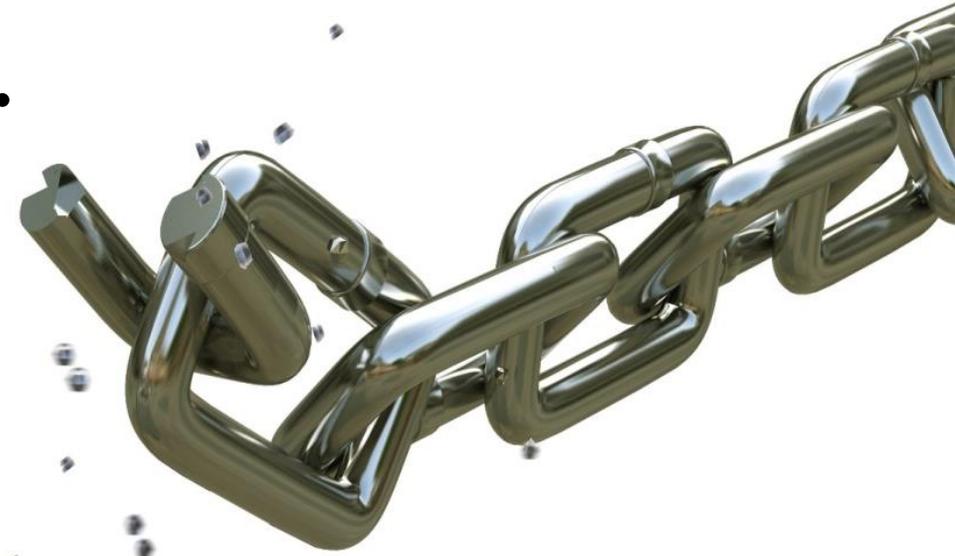
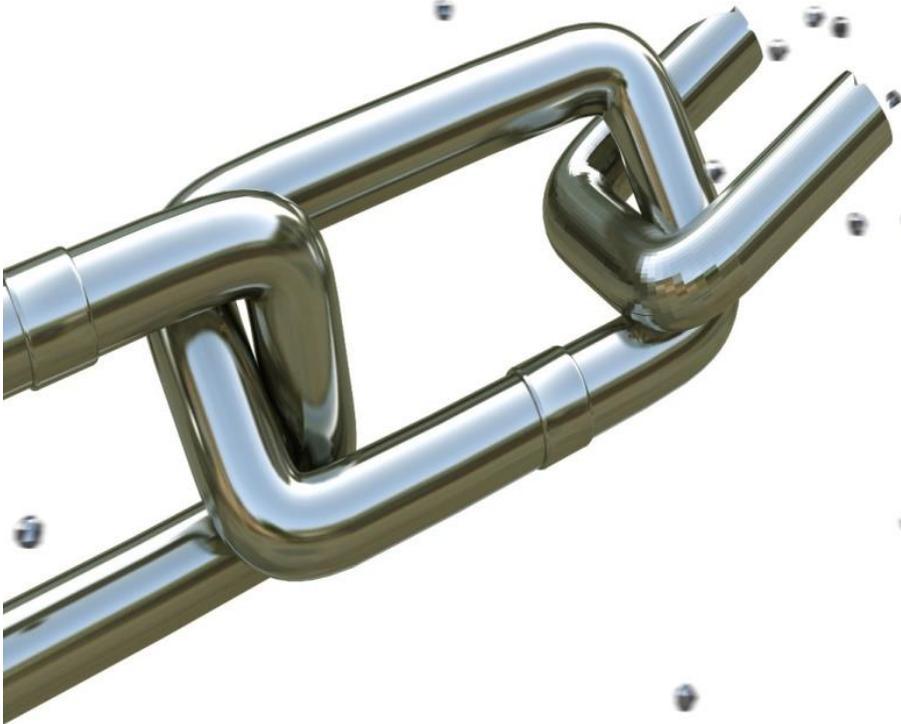
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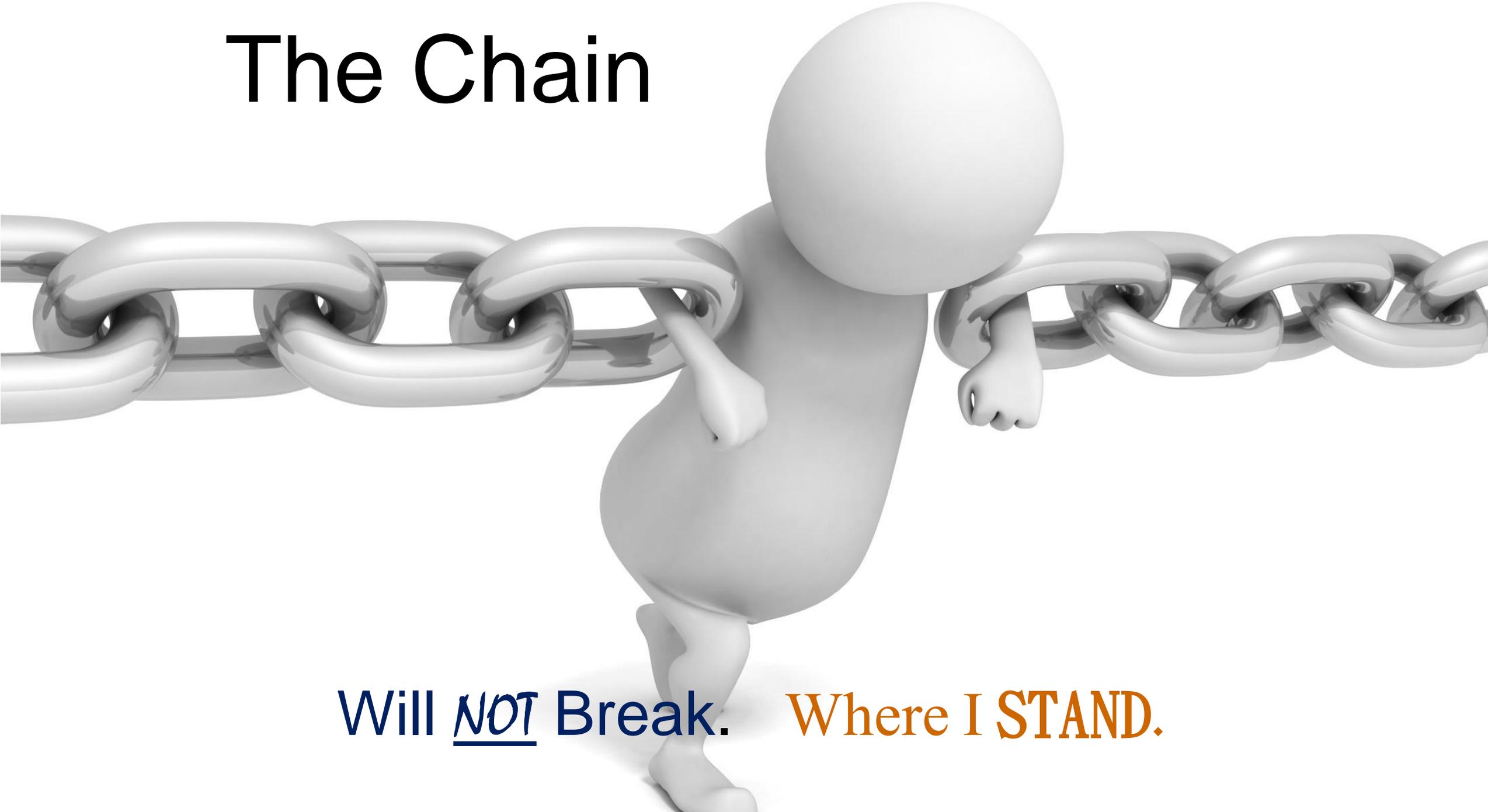


A chain is only as **STRONG**...



...as its **weakest link**

The Chain



Will NOT Break. Where I STAND.