## Action Plan for Welcoming and Hospitality

After taking the assessment, take three to four areas of need for hospitality and develop goals around them.

First develop objectives by asking, “What are our desired outcomes?” From this objective, form goals to keep you on target. To develop goals, make sure they follow the SMART goal model. In other words:

S = Specific M = Measurable A = Attainable R = Results T = Timely

When you are finished with your plan, be sure to:

1. Communicate your plan—especially to stakeholders responsible for implementation.
2. Review plan periodically to see that people are following through on their goals.
3. Refine your goals as necessary, seeking feedback on any necessary revisions.

