

**T**eamwork is  
the ability to work together  
toward a common vision.

It's the fuel that allows  
common people to obtain  
uncommon results.

~ Andrew Carnegie

# ACKNOWLEDGEMENT

A huge thanks to the five star team of  
**THE FOUR SEASONS RESTAURANT – NYC.**  
Without your encouragement, support, and example,  
this book would never have been conceived.  
May you enjoy peace and profitability  
for another forty years.

# DEDICATION

To our colleague and friend  
**STEPHANIE GLIDDEN**  
who has devoted her life's work to producing  
products that help organizations create cultures  
in which all may thrive and realize their  
personal and professional potential.

# FIVE STAR TEAMWORK



How To Achieve Success ...  
**TOGETHER!**

*Steve Ventura*

*Michelle Correia Templin*



Helping organizations achieve success through  
Ethical Leadership and Values-Based Business Practices

To order additional copies of this handbook, or for information on  
other WALK THE TALK® products and services,  
contact us at  
**1.888.822.9255**  
or visit our website at  
**[www.walkthetalk.com](http://www.walkthetalk.com)**

## FIVE STAR TEAMWORK

©2005, 50 Unlimited / Advanced Knowledge, Inc.

This book is inspired by, and based on, the video *Five Star Teamwork*, produced by The Hathaway Group.

No part of this book may be reproduced in any form without written permission from the publisher. International rights and foreign translations are available only through negotiation of a licensing agreement with the publisher.

Inquiries regarding permission for use of the material contained in this book should be addressed to:  
The WALK THE TALK Company  
2925 LBJ Freeway, Suite 201  
Dallas, Texas 75234  
972.243.8863

WALK THE TALK books may be purchased for educational, business, or sales promotion use.

WALK THE TALK® and The WALK THE TALK® Company are registered trademarks of Performance Systems Corporation.

Printed in the United States of America.

10 9 8 7 6 5 4 3 2 1

Edited by Michelle Sedas  
Cover design by Sandy Beddow  
Printed by Branch-Smith

ISBN 1-885228-68-6















































































**I**t was 1980. America was in the midst of an oil crisis, a hostage crisis, and a cold war when a ragtag group of college kids was challenged to accomplish what was seemingly impossible.

Their opponents were bigger, stronger, and more experienced — the best in the world. Man for man, none of the collegians could match up against such powerful adversaries. Their chances were slim; their advantages were none. They had but one thing going for themselves: they were a TEAM. And as it turns out, that was all they needed.

The “kids” we speak of were the members of the US ice hockey team who — with the world watching — beat the Soviets at the Olympic Games in Lake Placid, New York, and prompted broadcaster Al Michaels’s now famous question:  
“Do you believe in miracles? Yes!”



## The Authors



**Steve Ventura** is a recognized and respected author, book producer, and award-winning training program designer. His work reflects over 25 years of human resource development experience as both a practitioner and a consultant. His prior books include *Start Right ... Stay Right*; *Walk Awhile in MY Shoes*; *Forget for Success*; and *Who Are They, Anyway?*



**Michelle Correia Templin** is a renowned speaker, author, facilitator, and business consultant. For over 20 years, she has been conducting high-energy workshops that motivate and inspire audiences across the country. Michelle is president of Get Smart Training, Inc., and the author of *Selling It Right! ... Getting Results With Integrity*.

## The Publisher

Since 1977, **The WALK THE TALK® Company** has helped organizations, worldwide, achieve success through Ethical Leadership and Values-Based Business Practices. And our team of experienced professionals is ready to do the same ... for YOU!

We specialize in ...

- ◆ Keynote and Conference Presentations
- ◆ Executive Retreats
- ◆ Customized Workshops and Trainer Certification
- ◆ Consulting Services
- ◆ "How To" Handbooks and Support Material
- ◆ 360° Feedback Processes
- ◆ The Popular *Santa's Leadership Secrets™* Product Line
- ◆ *and much more!*

Contact The WALK THE TALK Professional Services Team at

**1.888.822.9255**

or e-mail us at [info@walkthetalk.com](mailto:info@walkthetalk.com)

# Make teamwork a reality in your organization with this exciting new Video Training Program ...



## *Five Star Teamwork*

How is it that certain teams achieve extraordinary excellence, day after day, year after year – and manage to stay committed to each other, their customers, and their organization's mission?

This powerful new program features the remarkable team at The Four Seasons Restaurant in New York City. Long regarded as a premier destination and widely thought of as one of the best restaurants in the world, The Four Seasons team lives by a set of principles that are universal to any group, in any environment. There are no actors, no experts, and nothing is contrived ... just a real-life, high-performing team that reveals the secrets of working together to deliver excellence ... every day!

The program package includes:

- ◆ The 17-minute video in DVD or VHS format.
- ◆ A comprehensive Leader's Guide and PowerPoint® Presentation for one-hour and four-hour sessions.
- ◆ A set of reproducible participant handouts.
- ◆ A copy of the *Five Star Teamwork* handbook.

The material is designed with flexible content points – allowing for customization with organization-specific exercises or other activities that you may prefer to use.

\$ 725.00 *Quantity discounts available.*

To order, call [1.888.822.9255](tel:1.888.822.9255) or visit [www.walkthetalk.com](http://www.walkthetalk.com)  
Free previews available on website.

# Take teamwork to “the next level” with these additional high-impact resources ...



## Walking the Talk Together

Focusing on shared responsibility, this easy-to-read handbook pinpoints the ten critical behaviors that everyone must adopt in order to build a team-oriented environment of trust, commitment, and integrity. \$9.95 *Quantity discounts available.*



## Walk Awhile in MY Shoes

The revolutionary two-handbooks-in-one that helps breakdown “us. vs. them” beliefs and behaviors – and encourages new levels of trust, teamwork, and focus on common goals. \$9.95 *Quantity discounts available.*



## Start Right ... Stay Right

Every employee’s straight-talk guide to personal responsibility and job success. Focusing on attitudes *and* behaviors, this best-seller is a “must read” for seasoned employees as well as new staff additions. \$9.95 *Quantity discounts available.*



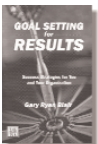
## 180 Ways to Walk the Customer Service Talk

Packed with powerful strategies and tips for delivering world-class service, this handbook helps team members walk the customer service talk and build an organizational reputation of service integrity. \$9.95 *Quantity discounts available.*



## 180 Ways to Walk the Recognition Talk

Encourage team members to reinforce each other’s performance and contributions with this powerful resource. Jam-packed with practical and fun ideas, it helps everyone develop an “attitude of gratitude.” \$9.95 *Quantity discounts available.*



## Goal Setting for Results

Help team members master the fundamentals of setting and achieving important business (and personal) goals. This practical handbook shows you how to get the lasting results you want ... and need! \$9.95 *Quantity discounts available.*

*Better yet, give everyone a*

## TEAMWORK TOOL KIT



This convenient package includes all six resources listed above *plus* a copy of **Five Star Teamwork** (this handbook). Your people will have everything they need to make five star teamwork a *reality* in your organization.

\$ 59.95 each.

*(See Order Form on back)*

