

## Looking At Desirable And Undesirable Features

Circle the features that you see in your school community. Add your own thoughts.

How can you use the ideas of choose happiness, celebrate success and make lemonade to "accentuate the positive and eliminate the negative?"

### Desirable Features

Friendly  
Smiling employees  
Clean  
Fun  
Accommodating  
Safe  
Value  
Soothing  
Efficient

Attentive  
Quality  
Personable  
Knowledgeable  
Reasonable  
Honest  
Open  
Pleasant sounding  
Attractive surroundings

### Undesirable Features

Rude  
Inefficient  
Inconvenient hours  
Unreliable  
Lack of trust  
Expensive  
Made to wait  
Lack of trust  
Crowded

Loud  
Unorganized  
Poor maintenance  
Unattractive surroundings  
No accountability  
Dirty  
Avoidance  
No explanations about changes  
Unfriendly people