

# DAILY HUDDLE

Be Confident – Be Empowered – **Lead from the Heart**

## Sweet Results

People won't remember what you said or what you did, but they will **remember** how you made them **feel**. – Maya Angelou

### INFORMATION

Arrivals/Departures - Departments – VIPS – Groups – Meetings - Local

### RECOGNITION

New Hires – Anniversaries – Birthdays - Shout Outs!

## COACHING

### TODAY'S FOCUS: **V-L.O.V.E. Your Guests - Day 4**

*(Host to prepare for today's Huddle, read through the activity. It would be nice to do something to make your team feel special, like a **V.I.P.!** Bring a treat, a surprise message from a high-level leader, read a special letter from a guest, or share something unique about each team member.)*

(Say) Who would like to share some of the **"Oh, By the Ways"** they did yesterday? Did it feel uncomfortable at first? Did it start to get easier? The more you practice, the more natural it will be.

(Say) We are continuing our discussion about loving our guests with the **L.O.V.E.** acronym.

(Say) Today, we will focus on the **V in LOVE**, which is **"V.I.P." or a Very Important Person**. We often think of our **V.I.P.S.** as our highest loyalty tiers, our Ambassadors, Diamond, Platinum, or Globalists. Sometimes, we focus so much on these loyalty tiers that we begin to look down on those just beginning their loyalty journey.

(Ask) Have you ever heard something like this? *"Yeah, he asked for an upgrade, but he's just a basic!"* Would you ever want someone to think of you as a *"Basic?"* *Especially when you're paying as much as anyone else?*

(Say) If you are a paying customer, shouldn't you be very important, too?

(Ask) What is the difference between **Hospitality and Benefits**? (Hospitality is something everyone deserves. Benefits are additional items you receive for being loyal to our brand.)

(Say) Everyone deserves to feel like a **V.I.P.**, and those who are most loyal will receive the benefits on top.

(Say) **V.I.P.** Service isn't necessarily upgrades or extras; it's how you make someone feel.

(Ask) What are simple ways to make a guest feel like a **V.I.P.**? (Using their name, remembering their preferences, recognizing their kids, recommending great local attractions, holding the door open, bringing something up to their room, providing a **Sweet Surprise**.)

(Say) Ultimately, being a **V.I.P.** is all about how you make people feel; if they are our guests, they ARE A **V.I.P.!**

(Say) Today's goal is to look at everyone you meet like they are a **V.I.P., including each other**. Pretend each person is a secret shopper from (add your hotel brand here.)

Tomorrow, let's talk about how different it felt to look at EVERYONE through our L.O.V.E. goggles as a **V.I.P.**—  
#leadfromtheheart.

## GOALS

Daily Goal - Guest Service Goal - Follow-up from Yesterday