

DAILY HUDDLE

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

Sweet Results

Words can be short and easy to speak but their **echoes** are truly **endless.** - Mother Theresa

INFORMATION

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

RECOGNITION

New Hires – Anniversaries – Birthdays - Shout Outs!

COACHING

TODAY'S FOCUS: **E-L.O.V.E.** Your Guests - Day 5

(Host to prepare for today's Huddle, read through the activity, and consider having fortune cookies to send them off with a wish of good fortune! Or make fortunes to pass out.)

(Say) How did it feel to look at everyone like a **V.I.P.** yesterday? Did it change the way you look and think about them? Did it change the way you treated them? How did YOU feel treating people like a **V.I.P.**?

(Ask) Does looking at some of our guests as *kids, groups, less wealthy, non-members, or low-tier loyalty members* make us treat them differently?

(Ask) If you stayed on your associate rate, would you want to be treated less than for using your benefit? How will you look at our guests and each other from now on?

(Say) We are discussing loving our guests all week long with the **L.O.V.E.** acronym.

(Say) Today, we will focus on the **E in L.O.V.E.**, which is **"END WITH A WISH!"** When you're *Leading from the Heart*--you want to end every interaction with a wish or a genuine thank you.

(Say) **Ending with a Wish** might sound like this, "Make it a great day!"

(PRACTICE) How would you **End with a Wish** in these scenarios? Can you add a **Golden Nugget** to that wish? (Print the cards below and either do this as a group or pair team members up and have one person be the guest and one be the team member.)

(Say) **Ending with a Wish**, especially when you can tie it back to the **Golden Nugget**, will leave your guests & team members feeling **LOVED!**

(Say) Let's see if we can remember each letter: L was (**Look for Golden Nuggets**), O was (**Oh, By the Way**), V was (**V.I.P.**), and E is (**End with a Wish!**)

(Say) Let's end this Huddle with a wish, or a thank you and go around the circle to thank or give a wish for someone.

(Do) Everyone put your hands in, and let's **End with a WISH!** I'll say, "I WISH, and you'll say AN AWESOME DAY!" Whoop!

GOALS

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

DAILY HUDDLE

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

How would you end with a Wish? Can you add a Golden Nugget?

The guest is going for a run.

How would you end with a Wish? Can you add a Golden Nugget?

The guest is leaving for a job interview.

How would you end with a Wish? Can you add a Golden Nugget?

The guest is leaving for a job interview.

How would you end with a Wish? Can you add a Golden Nugget?

The family is headed to a local attraction.

How would you end with a Wish? Can you add a Golden Nugget?

The guest is walking down the hallway.

How would you end with a Wish? Can you add a Golden Nugget?

The guest heading out for dinner.

How would you end with a Wish? Can you add a Golden Nugget?

The guest heading out for dinner.

How would you end with a Wish? Can you add a Golden Nugget?

You served the guest breakfast.

How would you end with a Wish? Can you add a Golden Nugget?

The guest has an exam the next day.

How would you end with a Wish? Can you add a Golden Nugget?

The guest is checking out.