

# DAILY HUDDLE

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

## Sweet Results

“Do what you do so well that they will want to **see it again and bring their friends!**”

-Walt Disney

## INFORMATION

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

## RECOGNITION

New Hires - Anniversaries - Birthdays - Shout Outs!

## COACHING

### TODAY'S FOCUS: **L** - L.O.V.E. Your Guests - Day 1

(Host to prepare for today's Huddle, read through the activity, find some **Golden Nuggets** about your team to share, or use the "Who Am I" forms.)

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

(Say) Today, we will focus on the **L** in **LOVE**, which is "**LOOK FOR GOLDEN NUGGETS!**" Golden nuggets are valuable, precious, and personal! They're the little gems we learn about our guests and each other!

(Ask) How do we find **Golden Nuggets**? (By asking questions, being aware, using your tools., social media, mobile chat, welcome emails, visual cues, etc.) However, ultimately, asking a question and being genuinely interested in your guests and each other is the easiest and best way.

(Ask) What's the most important part about getting **Golden Nuggets**? (Doing something with them!)

(Ask) What are some examples in each department of how you could find a **Golden Nugget** and do something with it? (Some examples: Learn it's their birthday, empty Coke can in the garbage of their room, dining in your restaurant or breakfast, "Who Am I" forms.)

(Say) Let's have some fun. I found some **Golden Nuggets** about some of you; who can guess which team member this is? Read clues from a "Who Am I" or do some digging before Huddle.)

(Say) Today's goal is to find a **Golden Nugget** about one of our guests or each other and then do something with it— #leadfromtheheart. Tomorrow, we'll share what you found and did.

End your Huddle with Sweet energy! "I say Look, and you say for **Golden Nuggets!**"

## GOALS

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