

# DAILY HUDDLE

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

## Sweet Results

People don't care how much you **know**, until they know how much you **care**.

## INFORMATION

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

## RECOGNITION

New Hires - Anniversaries - Birthdays - Shout Outs!

## COACHING

### TODAY'S FOCUS: **O**-L.O.V.E. Your Guests - Day 3

*(Host to prepare for today's Huddle, read through the activity, and have a treat and maybe a prize for those who competed yesterday's challenge.)*

(Say) Who would like to share the **Golden Nugget** they found yesterday and what you did with it? (Have something to celebrate these team members.)

(Say) This week, we are discussing loving our guests with the **L.O.V.E.** acronym.

(Say) Today, we will focus on the **O in LOVE**, which is "**Oh, by the way!**" That's when you put a little extra **Sweetness** into every interaction. What is one little extra piece of information you can offer your guests to help them thrive on the road and have an extraordinary experience?

(Ask) Let's give this a try: What "**Oh, By the Way,**" could we add in these situations:

- A guest calls down to ask what time the pool is open. (7 am, and oh, by the way, we also have towels in the pool area.)
- A guest calls to see if we have rooms available. (Yes, and oh, by the way, we have live entertainment every Wednesday!)
- A Guest asks where the fitness center is. (Oh, by the way, we have bottled water and towels in the fitness center.)
- A guest asks if the muffins are gluten-free. (Oh, by the way, all items with an asterisk on our menu are gluten-free!)
- A guest checks in with a baby. (Oh, by the way, we have baby shampoo if you would like some for little Samantha.)
- A guest plans a day with their family at a local amusement park. (Oh, by the way, we have discount coupons!)
- A guest checking in is a Silver Elite member. (Oh, by the way, you now get 20% bonus points for every dollar you spend! Check your loyalty program for accurate bonus points.)
- A guest leaves a note for the housekeeper saying they would like more regular coffee packets. (O.B.T.W., here is a certificate for a complimentary Starbucks!)

(Say) Today's goal is to use an Oh, By the Way five times, even if it's at home; let's practice always giving a little extra **Sweetness**—#leadfromtheheart. Tomorrow, we'll share what extras you provided.

(Say) **Oh, by the way**, we have a little extra **Sweet** treat for everyone today!

## GOALS

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