

DAILY HUDDLE

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

Sweet Results

AT THE END OF THE DAY
PEOPLE WON'T REMEMBER WHAT YOU SAID OR DID
THEY'LL REMEMBER
HOW YOU MADE THEM FEEL

INFORMATION

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

RECOGNITION

New Hires – Anniversaries – Birthdays - Shout Outs!

COACHING

TODAY'S FOCUS: SURPRISE AND DELIGHT!

Host: To prepare for today's Huddle, purchase some Cracker Jacks—I found some at the dollar store, and print this Huddle.

Say: Start with an energetic, "Good Morning/Afternoon!" Who remembers the three qualities of being a Wise Pineapple? (Stand Tall— Be Confident, Wear a Crown—Be Empowered, Be Sweet—Lead from the Heart) Today we will focus on being empowered to surprise and delight our guests and each other!

Act: Pass out Cracker Jacks – either a box or a sample.

Say: Today, we will enjoy a treat that has been around since 1896! That's a pretty successful product. Don't you think?

Ask: What do you like the most about Cracker Jacks? (Get feedback, list answers.)

Say: It is rumored that Cracker Jack's sales weren't that great initially, but in 1912 they changed something in their product. What do you think that was? Get feedback list answers. Someone is bound to say the surprise!

Say: Yes! In 1912, they added a toy to every box. It wasn't a product change; it was just a tiny little delight that made customers come back, again and again, for over 100 years! OOHHHH, AHFFF, FABULOUS! Isn't it incredible that this company had completely changed its results with just one little delight?

Say: What can we do to surprise and delight our guests to keep them coming back for years and years! (use your brand key phrases: Act of Awe, Memorable Moments, Just Because, Celebrations)

Ask: Do you know that you are EMPOWERED to deliver these delighters? To help guide you with your empowerment, let's review the Self Test. (See attached)

Say: What resources do we have to deliver a Surprise and Delight? "Act of Awe"

Act: Let's go around the circle, and each person provides an example of how you can, in your role, surprise, and delight our guests.

BONUS #1: Let's also add one free or almost free way!

Samples: Handwritten note, compliment, opening a door, helping with bags, making a restaurant reservation, an amenity, card, and candy, towel origami, upgraded room, a bottle of water, coloring book, balloon, stickers, lolly-pop, chocolate hammer, birthday sign and balloons, positive quote with a meal, write a note on their to-go bag, use/remember their name.

BONUS #2: What would a surprise and delight look like for a fellow associate!

Energy x Execution = Results: Today, let's commit to doing at least one "Memorable Moment" for our guests and each other.

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