

# The Wise Pineapple

## PLAYBOOK & PLANNER



# 4-LEVELS OF Commitment PLANNER

DATE \_\_\_\_\_

BE CONFIDENT • BE EMPOWERED • LEAD FROM THE HEART

## FOUR LEVELS OF COMMITMENT

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

*5th Secret Level*

\_\_\_\_\_

## ARM ACTIVITY

HOW DID IT FEEL, PHYSICALLY, TO SAY, "I WILL VS. I SHOULD?"

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## NOTES

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## MY DISEMPOWERING WORDS/PHRASES

## CHANGE YOUR STORY - EMPOWERING WORDS PHRASES

HAVE

GET

**YES, I WILL!**

Signed: \_\_\_\_\_

LEADERS COMMIT BY SIGNING THE BACK WHEN DONE AS GROUP ACTIVITY

# Yes Is the Answer

## PLANNER

BE CONFIDENT • BE EMPOWERED • LEAD FROM THE HEART

TEAM \_\_\_\_\_

### BEING Extraordinary IS...

THE \_\_\_\_\_

DONE \_\_\_\_\_

ALL \_\_\_\_\_

### THE FOUR STEPS TO SAY YES:

1 MAKE \_\_\_\_\_

2 WHAT \_\_\_\_\_

3 OFFER \_\_\_\_\_

4 BE \_\_\_\_\_

*The Magic Phrase* ✨

\_\_\_\_\_

### STRATEGY - WHAT ARE YOUR HARD NO QUESTIONS?

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

Think about your guest's journey map. Where are there friction points for your associates and guests? Ways to discover your customer friction points: Guest surveys, Mobile Chat, Trip Advisor Reviews, Shadowing, Asking Associates

### WORDS/PHRASES TO ELIMINATE

\_\_\_\_\_

\_\_\_\_\_

### NOTES

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

<input checked="" type="checkbox"/>	YES CHECKLIST
<input type="checkbox"/>	ESTABLISH HARD NO QUESTIONS
<input type="checkbox"/>	COMPLETE YOUR <b>YES</b> BRAINSTORM
<input type="checkbox"/>	HOST A <b>YES</b> HUDDLE OR RALLY <small>OR, HAVE THE WISE PINEAPPLE DO IT FOR YOU!</small>
<input type="checkbox"/>	<b>YES</b> SPIRIT BANDS TO REMIND
<input type="checkbox"/>	HANG <b>YES</b> POSTERS & PRACTICE DAILY
<input type="checkbox"/>	LAUNCH A <b>YES</b> RECOGNITION PROGRAM - KEEP <b>YES</b> ALIVE!

### OUR YES HUDDLE IS SCHEDULED

DATE \_\_\_\_\_

# Yes Is the Answer PLANNER

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## YES IS THE ANSWER - JUICY BRAINSTORM SESSION

<b>HARD NO QUESTION</b>	<b>MAKE FRIENDS</b>	<b>CAN DO</b>	<b>OFFER OPTIONS</b>	<b>BE CREATIVE</b>
LATE CHECK OUT				
UPGRADE				
EARLY CHECK-IN				
DATE NOT AVAILABLE				
I'D LIKE GLITTER ON ALL THE TABLES!				

# L.E.T.S. Empower!

## PLANNER

BE CONFIDENT • BE EMPOWERED • LEAD FROM THE HEART

DATE \_\_\_\_\_

### Empowerment

**noun: Authority or power given to someone to do something.**

### THE FOUR THINGS ASSOCIATES NEED TO TAKE ACTION

L  
E  
T  
S

### OUR LIMITS & GUIDELINES

### THE FOUR SRM QUADRANTS

SERVICE RECOVERY MODEL

1  
2  
3  
4

### TRUST - EMPOWERMENT BIG 3 IS WHAT YOU'RE ABOUT TO DO...

1

2

3

If Associates can say YES to these three questions, they can TRUST that we are on their side to take ACTION!

### NOTES

<input checked="" type="checkbox"/>	L.E.T.S. CHECKLIST
<input type="checkbox"/>	ESTABLISH LIMITS & GUIDELINES
<input type="checkbox"/>	TOOLBOX BRAINSTORM
<input type="checkbox"/>	COMPLETE SRM WORKSHEET
<input type="checkbox"/>	CREATE TOOLBOX(ES)
<input type="checkbox"/>	HOST COACHING HUDDLES SRM, H.E.A.R.T., TOOLBOX, EMPOWERMENT BIG 3,
<input type="checkbox"/>	HANG POSTERS & PRACTICE DAILY

### OUR 1ST HUDDLE IS SCHEDULED

DATE \_\_\_\_\_

# L.E.T.S. Empower! PLANNER



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## L.E.T.S EMPOWER - SRM/TOOLBOX BRAINSTORM SESSION

**FIX IT**

**RED CARPET**

**EMPATHY**

**HERO**

<b>FIX IT</b>	<b>RED CARPET</b>	<b>EMPATHY</b>	<b>HERO</b>

# Huddle

## PLANNER

BE CONFIDENT • BE EMPOWERED • LEAD FROM THE HEART

DATE \_\_\_\_\_

### FOUR TOPICS TO INCLUDE IN EACH HUDDLE?

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_

### WHAT HOLDS YOU BACK FROM HAVING HUDDLE?

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### OUR MEETING

#### WHO ATTENDS?

- ALL TEAM  
 PAIR DEPARTMENTS

WHICH DEPARTMENTS PAIR UP?

### WHAT IS EACH DEPARTMENT'S CONTRIBUTION?

#### FRONT DESK

F&B

HSKING

SALES

M&E


### HUDDLE DETAILS

WHERE	
TIME(S)	
CEO(S)	



### HUDDLE PACK

SCENARIO CARDS

CANDY, LOTTO TICKET

POST IT NOTES & PENS

BLANK HUDDLE SHEETS

RAFFLE TICKETS, KOOSH BALL, BLOCKS, DICE, SPINNER

### NOTES

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### OUR HUDDLE BEGINS:

DATE \_\_\_\_\_

LEADERS COMMIT BY SIGNING THE BACK

# Huddle PLANNER



BE CONFIDENT ● BE EMPOWERED ● LEAD FROM THE HEART

## HUDDLE TOPIC - *JUICY* BRAINSTORM SESSION

TOPIC	IDEA 1	IDEA 2	IDEA 3	IDEA 4	IDEA 5
ELITE APPRECIATION					
PROBLEM RESOLUTION					
EXTRAORDINARY SERVICE					
CLEANLINESS					
MAINTENANCE					
FOOD AND BEVERAGE					
HOURS OF OPERATIONS					
LOCAL ATTRACTIONS					
SALES					
PMS/CHECK IN					
LIFE SAFETY					
BRAND CULTURE					
JUST FOR FUN					
EVENTS/GROUPS					



# COACHING From the Heart PLANNER

BE CONFIDENT • BE EMPOWERED • LEAD FROM THE HEART

DATE \_\_\_\_\_

## CRITICAL Conversations

One word you feel about them...  
   
 New word

## CLARITY IS KINDNESS

### CONVERSATIONS I NEED TO HAVE

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### TWO TECHNIQUES TO AVOID

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_

### TO BREAKTHROUGH ANYTHING

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

<input checked="" type="checkbox"/>	<b>7 COACHING TECHNIQUES</b> CHECK WHEN YOU'VE PRACTICED EACH TECHNIQUE
<input type="checkbox"/>	1-10 FROM 1-10, WHAT WOULD YOU RANK XYZ?
<input type="checkbox"/>	LOOKBOOKS CREATE FOR ANY AREA. WHAT'S DIFFERENT?
<input type="checkbox"/>	STEP INTO THE GUEST'S SHOES IF YOU WERE...
<input type="checkbox"/>	WIIFM WHAT'S IN IT FOR ME - SPEAK TO WHAT MATTERS TO THEM
<input type="checkbox"/>	RITZ CARLTON WHAT WOULD IT LOOK/BE LIKE AT THE RITZ CARLTON?
<input type="checkbox"/>	ARE YOU OPEN TO SOME FEEDBACK? GIVE RESPECT & PUT THE OTHER PERSON IN CONTROL
<input type="checkbox"/>	POSITIVE MOTIVATION VS. FEAR WHAT ARE THE POSITIVE CONSEQUENCES? WHAT ARE WE MOVING TOWARD VS. AWAY FROM?

<input checked="" type="checkbox"/>	<b>COACHING CHECKLIST</b>
<input type="checkbox"/>	SHARE & PRACTICE WITH LEADERSHIP TEAM
<input type="checkbox"/>	IDENTIFY CONVERSATIONS NEEDED SCHEDULE TIME TO TALK
<input type="checkbox"/>	CREATE LOOKBOOK(S)
<input type="checkbox"/>	TAKE ACTION & BUILD LEADERS!

### LEADERSHIP MEETING IS SCHEDULED

DATE \_\_\_\_\_

# ENERGY X EXECUTION = *Sweet Results*

BE CONFIDENT • BE EMPOWERED • LEAD FROM THE HEART

SESSION	I WILL...
FOUR LEVELS OF COMMITMENT	
YES IS THE ANSWER	
L.E.T.S. EMPOWER	
CULTURE (HUDDLE)	
COACHING	

## GET YOUR *JUICY* CONFERENCE TOOLKIT

**You're feeling energized with Confidence, Empowerment, and Heart!**

**Now it's time to execute!**

**Here's how to get your *Juicy* Conference Toolkit!**

**Scan the QR code to submit **ONE** thing you **WILL** do after attending the Wise Pineapple, YES! Culture and Coaching from the Heart?**

