

Yes Is the Answer

PLANNER

TEAM _____

BE CONFIDENT • BE EMPOWERED • LEAD FROM THE HEART

BEING
Extraordinary
IS...

THE _____

DONE _____

ALL _____

WORDS/PHRASES TO ELIMINATE

NOTES

THE FOUR STEPS TO SAY YES:

1 **MAKE** _____

2 **WHAT** _____

3 **OFFER** _____

4 **BE** _____

The Magic Phrases ★★

GUEST JOURNEY MAP:

Where are your friction points for Team Members & Guests?



YES CHECKLIST



ESTABLISH HARD NO QUESTIONS



COMPLETE YOUR **YES** BRAINSTORM



DEBRIEF HARD NO QUESTIONS IN HUDDLE



YES SPIRIT BANDS TO REMIND



HANG **YES** POSTERS & PRACTICE DAILY



YES! RECOGNIZE OTHER **WISE PINEAPPLES** – KEEP **YES** ALIVE!

BE Empowered!

RESOLVING PROBLEMS

BE CONFIDENT • BE EMPOWERED • LEAD FROM THE HEART

DATE _____

Empowerment

IS...

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

THREE PHASES OF A PROBLEM

1 _____

2 _____

3 _____

FEELING WORDS

BE ON THE SAME SIDE OF THE

THE HEART MODEL

H _____

E _____

A _____

R _____

T _____

THE FOUR S.R.M. QUADRANTS

SERVICE RECOVERY MODEL

1 _____

2 _____

3 _____

4 _____

WHAT ARE SOME OF OUR PROBLEMS?

WHAT ARE SOME OF OUR TOOLS?

TRUST - EMPOWERMENT BIG 3 ?S 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!



So what/Now What..

