

Yes! Steps

If you're eager to support your team in owning their day, finding passion in their roles, and consistently delivering extraordinary service, here are the four steps to always say "YES!"

1

MAKE FRIENDS FIRST

Before answering a question, pause and Make Friends First. This will help beat biology, create a meaningful connection, and Lead from the Heart.

2

WHAT YOU CAN DO

Nobody cares what you can't do. Focus on what is in your control and how you can serve the person in front of you.

3

OFFER OPTIONS

When you offer options, you put the other person in control. You can stand tall, Be Confident, and offer solutions that they can choose from.

4

BE CREATIVE

You know what your team's hard "nos" are. Proactively identify their challenges and strategize a YES before the guest asks so they can Be Empowered!

Help your team members Stand Tall and Be Confident!



IT'S YOUR TURN TO *Say Yes!*

Identify three questions your team members respond to guests with phrases like **"No," "I'm sorry," or "Unfortunately"?**

Let's transform these responses into a positive **"YES"** and build connections.

1 _____

2 _____

3 _____



Use this space to create your **YES!**

MAKE FRIENDS

Question 1

Question 2

Question 3

CAN DO

Question 1

Question 2

Question 3

OFFER OPTIONS

Question 1

Question 2

Question 3

BE CREATIVE

Question 1

Question 2

Question 3

