

LIVE YES IS THE ANSWER MASTERCLASS – CHAT BOX EXTRAS!

1. Kathryn O'Connell: Do I have to pay the pet fee?

MMF - Oh, your pet is so adorable! What's its name? Yes, we accept fur-babies too, with a one-time cleaning fee of only xxx or I can recommend a puppy hotel. Or if you're not pet friendly, let me call our sister property the Element, they are pet friendly and are all set up to make Little Miss Molly feel welcome and at home!

“I don't want to pay a cleaning fee.” (Go back to the beginning)

MMF - We'd love to have you and fido stay with us! Let's see if you qualify for any of these discounts to help with your costs. AAA, Senior, etc. Or I would be happy to call around and see if we can find another location that doesn't charge a cleaning fee.

2. Robyn Ikeda: I'm an Ambassador I always get breakfast free at Courtyard.

Congratulations on your Ambassador status!! Congratulations on your Ambassador status!! Your Ambassador benefits include a \$10 F&B Credit that you can use for breakfast! My favorite is the xyz!

Or Your Ambassador benefits include.....; however, I can place breakfast on your room for you. (Steer clear of negative words like but and unfortunately, replace them with, however.)

3. Daniel Padilla: Since leaving Courtyard and being Fairfield having NO alcohol in the market has been a little challenge

Can I buy some beer or wine here?

Thanks for asking! Here are options for you to have a relaxing adult beverage, (Suggestions) Next door, walking distance, we have xyz, CVS, sells Beer, wine, and Liquor, Uber eats will pick up and deliver (look into if you have a service that would do this – and like RI, you might consider offering to have some placed in their room and put the bill on the folio. If something like that is allowed)

If you felt you needed to, you could then say; however, liquor is not available for sale in our Market.

(The strategy here is you know this is a challenge, figure out those options in advance, find out who will deliver, if you can do a “Grocery” option for guests, and it's ideal to have the written on a quick card with GPS addresses to be able to hand to guests! – this makes it SUPER easy for associates and guests! Whoop!)

4. **Aneisa Ford:** The same person that wants an early check in wants a late check out. (Is the request at the same time? If so, it could sound like this)

Can I get an early check in and a late checkout tomorrow?

Oh, sounds like you have a busy schedule! Let's work together to get all your needs met! Can you share with me more about your plans or which is a priority for you? I can get you in early today complimentary, and tomorrow I have a complimentary 1 pm late checkout or if you need to stay until 3 pm, it will only be \$39. Which works best for you?

5. **Jesse Pearson: Do you have a Hot Tub?**

MMF – Oh, thank you for asking, that sounds nice in the winter. We offer a swimming pool and to warm up we have a nice warm fireplace to relax by with some coffee or hot cocoa! Would any of those work for you? (or add) Here is where we would recommend to enjoy a hot tub. (Might be a local gym like LifeTime Fitness, or yoga studio.)

If you get this question a lot, have an associate do a google search or call around to see what options are out there to be ready! You might be able to offer transportation too (if you have a local shuttle.)

6. **Victoria Grace: Can we have a view of the river?**

Oh, the river is so pretty, isn't it? Or thank you for letting me know how I can make your stay more awesome! I do have two river view rooms available for only an additional \$xx a night, and these rooms also come with Keurig coffee makers! Or I can let you know our outdoor experience is perfect to enjoy the river view while reading, working, or enjoying a glass of wine! I will also note this preference and we'll work on providing a complimentary upgrade on a future stay when we have more availability. Would you like to upgrade your room for \$xx per night this trip?

Special Note:

It's not even about getting the steps right, it's about the heart! When we're leading from the heart, we really WANT to find those YES answers for each other and our guests.

Anything along the lines to these examples are so much better than,

“No, I'm sorry, unfortunately we don't.” - DEAD AIR – True or true?

Help your team THRIVE and LOVE their positions by finding those hard nos and turn them into YES! Whoop!

 **Christine**

