



ALL IN!

ARRIVAL

(To prepare for today's training, print and read through the Huddle to understand the process, have a treat to hand out, use your ACE diamond scenario cards, and find out your hotel's Staff Service goal and where the hotel stands.)

Say: Last week, I (we) attended the awesome ACE-ALL IN service training that will help us all reach and exceed our goals! *(Presenter: I assume you thought the ACE training was awesome!)*

Say: And now I've (we've) been challenged to share what I've (we've) learned. Over the next couple of weeks, I (we) will share the training in three different Huddles. In today's Huddle, I will introduce you to the ACE-ALL IN concept. *(It's okay to let them know that delivering this training is new to you, and you would really appreciate their support and energy!)*

Say: ACE is an acronym for ARRIVAL, CONNECTION, and EMPOWERMENT! If you want to be an ACE, let me hear you say, "ALL IN!" Whenever I say ACE, let me hear that you're ALL IN!

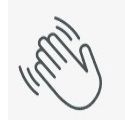
Ask: Okay, ACEs (ALL IN). Does anyone know our Staff Service goal? *(Take some guesses and reward anyone that knows it)* Our S.S. goal is ____, and today we are at ____. Can we exceed our goal? *(Get some energy going!)*

Ask: Who's excited to be an ACE!? ACE! (ALL IN)

Say: Today; we will focus on ARRIVAL with a fun activity.

1. I will give each of you a card with one of three loyalty status levels: Member, Gold, or Titanium.
2. Once you get your card, DO NOT LOOK AT IT. I want you to hold it up to your forehead like this *(Demonstrate holding it up to your forehead so that others can see your status, but you cannot.)*
3. When they are ready—invite the group to mix and mingle without talking and to treat everyone by the status on the card on their forehead. Remind them there is no talking -it is all NON-VERBAL communication—gestures are permitted.
4. After about 2 minutes, remind them to wait to look at their card. Ask them to get into three groups: 1. If they thought they were a tier level one (beginner) "2. if they thought they were a tier level two (middle), or 3. if they thought they were a tier level three (highest.)
5. Once divided into groups, they can look at their cards to see their status. Use the debriefing questions on the next page to discuss the process. (Use the debriefing questions on the next page to engage in dialog.)

Today's Key Message: We want to be an ACE (ALL IN!) for ARRIVAL, CONNECTION, and EMPOWERMENT—for not just our top guests but ALL of our guests! Let me hear you if you're committed to being an ACE! (ALL IN!)



Welcome



Daily Service Reminder



Daily Ops and Service Scores



Recognition



Close and Next Steps

BUILDING LOYALTY THROUGH

ARRIVAL CONNECTION EMPOWERMENT

ARRIVAL

ACE Arrival Experience Activity

Debrief Questions:

1. Ask each group why they thought they were that status. What did others do to make them feel that way? Can our body language send a message to our guests about their status or how we feel about them?
2. How did that make you FEEL? If I'm a "Member" paying \$300 for a room or a "Titanium" paying \$300 for a room, shouldn't I expect to be appreciated too?
3. Why is each membership level important?
4. Is an arrival experience just at check-in? (*Arrival experience is as guests arrive in all areas, breakfast, Bistro, hallway, front desk, pool area, etc. - Ask a few associates to demonstrate how they would greet a guest in those areas.*)
5. Is an arrival experience always about when a guest interacts with a staff member? (*NO!*) When a guest arrives and finds our parking lot with a bunch of litter? What is that telling our guests?
6. How can you know a guest's status if you are in other departments? (*Breakfast, Bistro, Housekeeping?*)



Welcome



Daily Service Reminder



Daily Ops and Service Scores



Recognition



Close and Next Steps