

L.E.T.S. Empower!

GUIDE & PLANNER

BE CONFIDENT • BE EMPOWERED • LEAD FROM THE HEART



DATE _____

Empowerment

IS...

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

THE FOUR THINGS ASSOCIATES NEED TO TAKE ACTION:

L
E
T
S

LIMITS & GUIDELINES IDEAS

THE MOST IMPORTANT THING YOU DO EVERYDAY IS:

THE FOUR S.R.M. 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



L.E.T.S. CHECKLIST



ESTABLISH LIMITS & GUIDELINES



EMPOWERMENT BOX BRAINSTORM
TOOLS THEY CAN USE,



COMPLETE SRM PLANNER
SERVICE RECOVERY MODEL



CREATE TOOLBOX(ES)



HOST COACHING HUDDLES
SRM, H.E.A.R.T., TOOLBOX, EMPOWERMENT BIG 3,



HANG POSTERS & PRACTICE DAILY

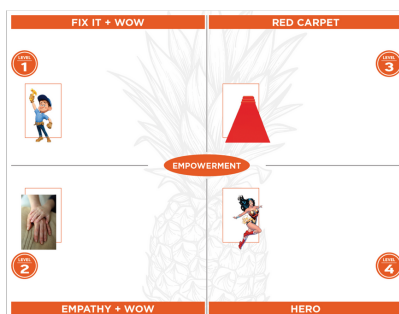
OUR LAUNCH DATE IS SCHEDULED

DATE _____

THE
WISE
PINEAPPLE
SWEET HOSPITALITY

THE CROWN SOCIETY
HOSPITALITY INSIDER'S CLUB

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



Huddle

GUIDE & PLANNER

DATE _____

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FOUR TOPICS TO INCLUDE IN EACH HUDDLE?

1 _____

2 _____

3 _____

4 _____

WHAT HOLDS YOU BACK FROM HAVING HUDDLE?

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

<input type="checkbox"/>	SCENARIO CARDS
<input type="checkbox"/>	CANDY, LOTTO TICKET
<input type="checkbox"/>	POST IT NOTES & PENS
<input type="checkbox"/>	BLANK HUDDLE SHEETS
<input type="checkbox"/>	RAFFLE TICKETS, KOOSH BALL, BLOCKS, DICE, SPINNER

NOTES

OUR HUDDLE BEGINS:

DATE _____

LEADERS COMMIT BY SIGNING THE BACK

Huddle PLANNER



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HUDDLE TOPIC - *JUICY* BRAINSTORM SESSION

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

**You're feeling energized with Confidence, Empowerment, and Heart!
It's time to execute! Scan the QR code and share **ONE** thing you **WILL** do after
attending The Culture from the Heart Masterclass.**



COACHING From the Heart GUIDE & PLANNER

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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



7 COACHING TECHNIQUES

CHECK WHEN YOU'VE PRACTICED EACH TECHNIQUE

☐

1-10

FROM 1-10, WHAT WOULD YOU RANK XYZ?

☐

LOOKBOOKS

CREATE FOR ANY AREA. WHAT'S DIFFERENT?

☐

STEP INTO THE GUEST'S SHOES

IF YOU WERE...

☐

WIIFM

WHAT'S IN IT FOR ME - SPEAK TO WHAT MATTERS TO THEM

☐

RITZ CARLTON

WHAT WOULD IT LOOK/BE LIKE AT THE RITZ CARLTON?

☐

ARE YOU OPEN TO SOME FEEDBACK?

GIVE RESPECT & PUT THE OTHER PERSON IN CONTROL

☐

POSITIVE MOTIVATION VS. FEAR

WHAT ARE THE POSITIVE CONSEQUENCES? WHAT ARE WE MOVING TOWARD VS. AWAY FROM?



COACHING CHECKLIST

☐

SHARE & PRACTICE WITH LEADERSHIP TEAM

MEETING DATE: _____

☐

IDENTIFY CONVERSATIONS NEEDED

☐

SCHEDULE & HAVE COACHING SESSION

☐

CREATE LOOK BOOK(S)

I WILL:

LEADER NAME: _____

4-LEVELS OF Commitment GUIDE

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

HAVE

CHANGE YOUR STORY - EMPOWERING WORDS PHRASES

GET

GET YOUR JUICY WORKSHOP TOOLKIT



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

It's time to execute! Scan the QR code and share **ONE** thing you **WILL** do after attending The Wise Pineapple presentation.

YES, I WILL!