

DAILY HUDDLE

Be Confident - Be Empowered - Lead from the Heart

Sweet Results

"Smile: a curve that can set a lot of things straight!"

INFORMATION

Arrivals/Departures - Departments - VIPS - Groups - Meetings - Local

RECOGNITION

New Hires - Anniversaries - Birthdays - Shout Outs!

COACHING

TODAY'S FOCUS: UNIVERSAL SYMBOL OF HOSPITALITY

(To prepare for today's Huddle, have a treat that will make the team SMILE!)

Ask: If you had to explain hospitality to someone without saying a word, how would you show them? (Get answers until someone says smile at them.)

Say: YES! A SMILE defines hospitality! It is the universal language of kindness. Today's focus is the power of a smile!

Say: Making our guests feel at home is really about the basics done better, all the time. A genuine welcome with a sincere smile each time we encounter our guests *and each other!*

Ask: Do we always automatically feel happy and smiley? (Most will say no) Of course not, we all have bad days, and it's up to us to be there for each other. What are some ways we can help each other overcome a bad mood? (Let associates share)

Say: Also, did you know that you really can "fake it until you make it?" I'll show you.

Do: Raise your hands and stretch. Now I want you to frown and say, "This is the best day of my life." (trainer to demonstrate saying it in a depressing voice) After everyone does it, say, "let's try it again."

Do: Raise your hands and stretch again. Now, I want you to smile and say, "This is the worst day EVER!!!!" (trainer to demonstrate saying it super excitedly.)

Ask: Which one felt better? (Most will say the smile)

Say: It is scientifically proven that when you smile, it sends endorphins to your brain, and they tell your mind that you are happy! That doesn't mean that all of life's problems go away; however, at the moment, we can find joy where we are and serve those around us.

Say: Here are 11 facts about smiling. (Read & hang poster)

Ask: What are some ways we can make each other and our guests smile?

GOALS

Daily Goal - Guest Service Goal - Follow-up from Yesterday

SMILE

11 FACTS ABOUT A SMILE

- 1. IT'S FREE TO GIVE**
- 2. EVEN BABIES CAN DO IT**
- 3. IT'S CONTAGIOUS**
- 4. IT ONLY TAKES A MOMENT**
- 5. IT ELEVATES YOUR MOOD**
- 6. IT REDUCES STRESS**
- 7. IT'S THE 1ST THING PEOPLE NOTICE**
- 8. MAKES YOU LIGHT UP**
- 9. YOU CAN HEAR A SMILE**
- 10. UNDERSTOOD IN ANY LANGUAGE**
- 11. UNIVERSAL SYMBOL OF HOSPITALITY**

