

Daily Huddle

Be Confident - Be Empowered - Lead from the Heart

Sweet Results - QUOTE OF THE DAY

I'm not here to be 'Good-nuff.'

I'm here to be AWESOME!

- Yes Is the Answer

INFORMATION

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

GOALS

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

COACHING

TODAY'S FOCUS: YES IS THE ANSWER

Host: To prepare, read through the material, select a simple prize for a winner, and print the sample questions & pineapple cutouts. (appx. 15 pineapples)

(Say) Today, we will focus on being confident - always standing tall and responding positively!

(Ask) What does confidence look like? (Get answers from the group)

(Say) Basically, everything you just said can be summed up in the three Ps.

- **Positive**—Make friends First—Build a relationship
- **Posture**—Stand Tall, Smile, Eye Contact, Smile, posture
- **Proficient**—Be knowledgeable about your hotel and position—be the best at what you do!

(Say) When we GET to say YES, this is exactly what we look like, we can stand tall, smile, and be confident! What do we look like when we have to say NO? (Hunched over, weak voice, no eye contact—not confident.)

(Say) Let's dive into confidence with the big ideas in the book, YES IS THE ANSWER! It's not enough to be told "Yes Is the Answer" we need to learn HOW to say YES!

(Ask) Do you like to be told NO? (Me either, and neither do our guests!)

(Ask) Is it always easy saying "Yes?" (No! Especially when you're on the spot.)

(Say) There are four steps to always say YES!

- **Make Friends First**
- **Tell Them What You Can Do**
- **Offer Options**
- **Be Creative**

(Say) Let's try this out *and* have some fun! I will offer some of our hard "no" questions that guests will ask. How can we creatively find that "YES" answer using the four steps? (Each time someone replies, give them a pineapple printout on page 2. The person with the most pineapples at the end will win a prize. Sample questions/answers are on page 3.)

(Say) The key is to always begin by **Making Friends First** and not letting the anxiety of a confrontation get the better of you. **Positive, Posture, Proficiency!** (Ask) Should we only focus on saying YES to our guests? Who else? (Each other, family, friends, vendors, etc. - saying YES is about building relationships.)

Today's key messages:

- There is always a "Yes" answer; we need to **Be Creative** to find it.
- Responding positively to our guests and each other builds confidence and creates loyalty!

RECOGNITION

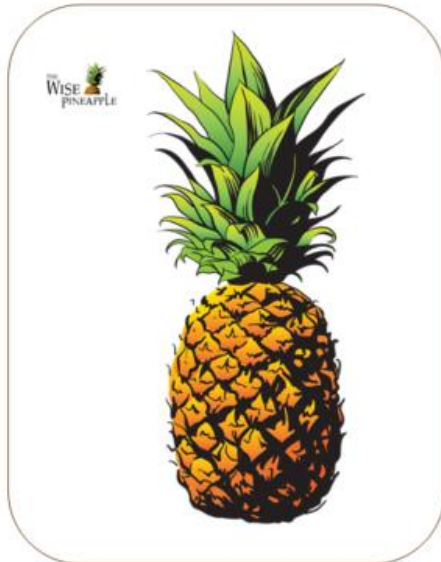
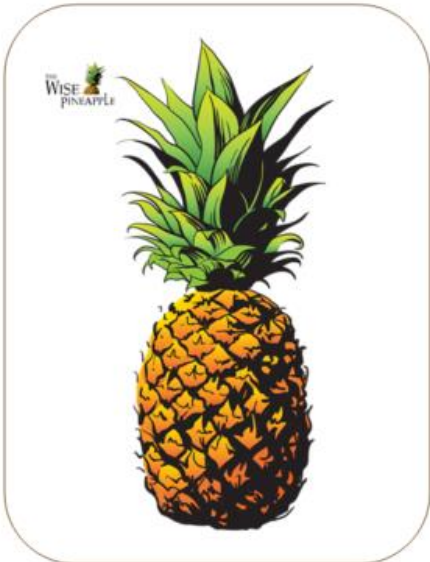
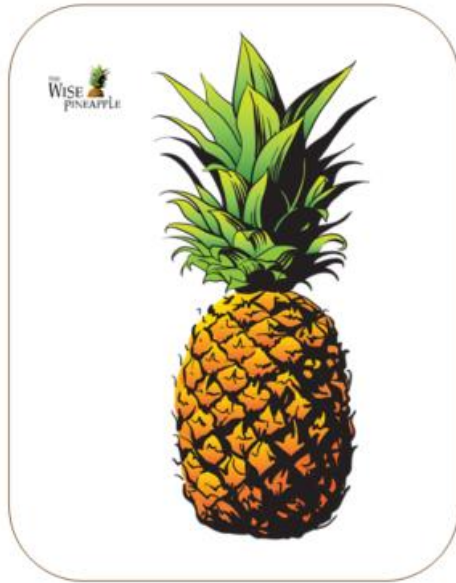
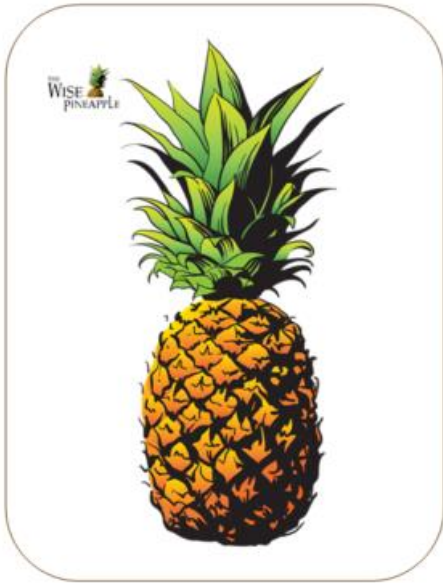
New Hires - Anniversaries - Birthdays - Shout Outs!

At the end, have everyone put their hands in, one person says YES and the rest of the group says **IS THE ANSWER!**

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YES IS THE ANSWER



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YES IS THE ANSWER

Sample “No” questions to practice “Yes” answers. Brainstorm your hotel’s tough “No” questions and be creative to find the “Yes” answer!

- Do you have a shuttle to the airport?

Thank you for asking! (MFF) We offer a negotiated rate with ABC company, and I would be happy to make that reservation for you. (Can Do) Does that work for you? (Options—Magic Phrase)

- Can I get an omelet?

Thank you for joining us for breakfast! (MFF) We have a Morning Scramble, how about adding some spinach, tomato, and cheese. (Can Do) Will that work for you? (Options—MP)

- Where is your complimentary coffee?

Good morning! (MFF) We have complimentary coffee in all of our guest rooms, and we sell Starbucks coffee 24 hrs. a day in our Bistro. Let me treat you to your first cup! (Can Do) What would you like to start your morning off? Options)

- Can I get a late checkout?

Absolutely! Thanks for asking! (MMF) We offer a complimentary 1 pm late checkout, or we can extend your checkout until 4 pm for only \$49. Which would you prefer? (Can Do/Option)

- Can I get a smoking room?

Thank you for letting me know your request! I want you to have an awesome stay! (MFF) How about we place your room on the first floor to be close to the smoking area. (Can Do) Will that work for you?” Push the group.... What if the guest says, No, I’m on vacation, and I need a smoking room. Absolutely! We will just place the \$250 cleaning fee on your room, will that work for you? (We never said it would be free, just that it would be a positive response.)

- I’m platinum, don’t I get breakfast included?

Thank you for your loyalty! Your Platinum 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.

- I’m Diamond, can I get an upgrade?

Thank you for being a loyal Diamond Elite Member! I have a beautiful room with a king bed overlooking our lake. You will love it!

- Can I get all weekends off?

Thank you for coming to talk to me. You are a valued member of our team. What I can do is review your request and ensure you’re off on the weekends most important to you. Then I would encourage you to work with your team to see if you can come up with a fair solution. How does that work for you?

- Do you have room service?

Thank you for asking! Absolutely! We can package anything to go and deliver to your room for a \$2 delivery fee, or Our Market is open 24hrs a day to grab and go. Would one of these options work for you?

- Do you have free dinner in your evening social?

We hope you join us! Tonight we have It is going to be so much fun! For some awesome local cuisine, I recommend.....

- Do you have microwaves in your room? (Holding baby)

Your baby is so sweet! Do you need to heat up a bottle? I can have one sent right up for you, and while that’s being sent up, I can heat up your bottle for you. Or We offer a microwave 24 hours a day here in our Market; let me treat you to a complimentary microwave popcorn too!