



# STRATEGY

## WHAT ARE YOUR HOTEL'S HARD "NOS"?

Think of four hard no questions that your team struggles to respond positively to, then use these workbook pages turn that NO into a YES using the four steps!

Here are some ways to discover your team's hard nos. Look at your mobile chat, GSS reports, shadow at the front desk and listen for when associates respond with, "no, unfortunately, or I'm sorry."

## FOUR HARD "NOS"

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*Be Confident - Be Empowered - Lead From The Heart*



# STRATEGY

## TURN YOUR NO INTO YES!

Now that you have discovered some of your hard “nos” it’s time to practice how you will turn them around using the four steps to YES!

### QUESTION ONE

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Make Friends First:

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What You Can Do:

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Offer Options:

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Be Creative:

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# STRATEGY

## TURN YOUR NO INTO YES!

Now that you have discovered some of your hard “nos” it’s time to practice how you will turn them around using the four steps to YES!

## QUESTION TWO

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Make Friends First:

---

What You Can Do:

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Offer Options:

---

Be Creative:

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# STRATEGY

## TURN YOUR NO INTO YES!

Now that you have discovered some of your hard “nos” it’s time to practice how you will turn them around using the four steps to YES!

## QUESTION THREE

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Make Friends First:

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What You Can Do:

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Offer Options:

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Be Creative:

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# STRATEGY

## TURN YOUR NO INTO YES!

Now that you have discovered some of your hard “nos” it’s time to practice how you will turn them around using the four steps to YES!

## QUESTION FOUR

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Make Friends First:

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What You Can Do:

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Offer Options:

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Be Creative:

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USE THESE PINEAPPLE MILKSHAKES TO CREATE **YES ACTION CARDS** TO PRACTICE IN HUDDLE!  
PRACTICE BUILDS CONFIDENCE.



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## **CUT THAT**

Cost  
Unfortunately  
But  
Transfer  
Here you go  
Problem  
Risk(y)  
You Should  
No Problem  
Criticism  
Don't  
Stubborn  
Bossy  
Impatient  
Manipulative  
I'll try/I need/should/want  
I'm sorry  
I have to  
I failed  
It is what it is  
It's not my fault  
I can't  
I don't have time  
Deal with people  
Training

## **SAY THIS**

Investment  
However  
And  
Connect  
Here you are  
Opportunity  
Bold or Daring  
Consider  
My Pleasure / Absolutely/Certainly/I would be happy to...  
Feedback  
I like it when...  
Persistent/Committed  
Leader  
Eager  
Negotiator  
I will  
Thank you for your patience  
I GET to  
I haven't done it YET  
Here is what I can do  
Here's how I can help...  
What I can do is...  
Right now my priority is...  
Interact with people  
Coaching/Mentoring

What are other words/phrases you have enhanced? Share your favorite: email:  
[Christine@thewisepineapple.com](mailto:Christine@thewisepineapple.com)

# TAKE ACTION!

AN INCH OF **MOVEMENT** WILL BRING  
YOU CLOSER TO YOUR GOALS THAN A  
MILE OF **INTENTION!**

*Energy* **X**  
*Execution* **=**  
**RESULTS!**

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