

# Huddle

## GUIDE & PLANNER

DATE \_\_\_\_\_

BE CONFIDENT ● BE EMPOWERED ● LEAD FROM THE HEART

### 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 checked="" type="checkbox"/>	
<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

BE CONFIDENT ● BE EMPOWERED ● LEAD FROM THE HEART

## 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.**

# THE Ultimate GUEST EXPERIENCE

DATE \_\_\_\_\_

BE CONFIDENT ● BE EMPOWERED ● LEAD FROM THE HEART

You've just participated in The Ultimate Guest Experience!  
After stepping into the guests' shoes, discuss how it felt in each department and what you will do to create The Ultimate Guest Experience at your hotel in every department.

""THAT ASSOCIATE"" DEPARTMENT

FELT

DO

SUPER FRIENDLY, NOT KNOWLEDGABLE DEPARTMENT

FELT

DO

NO, UNFORTUNATLY NOT DEPARTMENT

FELT

DO

THE ULTIMATE GUEST EXPERIENCE DEPARTMENT

FELT

DO

**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.**

Signed: \_\_\_\_\_

LEADERS COMMIT BY SIGNING THE BACK WHEN DONE AS A GROUP ACTIVITY



