

DAILY HUDDLE

Be Confident – Be Empowered – Lead from the Heart

Sweet Results

Being Extraordinary is being 10% better than average – all the time. It's about consistency.

INFORMATION

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

RECOGNITION

New Hires – Anniversaries – Birthdays - Shout Outs!

COACHING

TODAY'S FOCUS: WE USED TO DO THAT!

(Presenter: To prepare, read through the material. Have either paper, flip charts, or post-it notes and pens.)

Say: WE USED TO DO THAT! YES! We used to do that is something you may be hearing from co-workers or inside your hospitality network.

Ask: Can anyone think of something we used to do that we don't do anymore? (It might be a shuttle, stayover service, Elite appreciation extras, or note cards to the guests.)

Ask: How do you think guests feel about our service compared to what it USED to be? Are they right?

Ask: Why do you think so many people in our industry say, "We used to do that?" (We've been through so much and had to put a lot on the backseat to figure out how to operate during a pandemic.)

Ask: Have we figured it out? (YES!) **Ask:** Is it time to get back to what we do best? YES!

Say: Let's pair up, and we will take 2-5 minutes to brainstorm things we used to do but have taken a backseat. Write your ideas on a post-it note and place them here. Let's try to get an idea from each department.

Do: When done, read through the ideas. Decide if there are any you can begin again or identify a date to start again. Ask them, is there any way to make this idea even better than we used to do? If there is a simple one, such as sending guests a handwritten note, give associates a goal to take action!

Today's Key Message: It's time to get back to what we do best, hospitality! Let's rejuvenate our service with our past ideas and make them even better!

GOALS

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