



THE
WISE
PINEAPPLE
SWEET HOSPITALITY

**HOLIDAY
PINEAPPLE
PRO TIPS**

Make *Friends* **First**



With only a short time left of the year, make the most of the fun holidays coming up to “Make Friends First” with your guests.

Providing guests with a *sweet* welcome will help warm their hearts to your team and your property service scores!

Lead from the Heart and be intentional about creating a memorable holiday experience.

2021 DECEMBER HOLIDAYS

St Nicholas Day 2021	Dec 6 - Monday	Christian
Hanukkah/Chanukah - Final Day 2021	Dec 6 - Monday	Jewish
Pearl Harbor Remembrance Day 2021	Dec 7 - Tuesday	Observance
Feast of the Immaculate Conception 2021	Dec 8 - Wednesday	Christian
Feast of Our Lady of Guadeloupe 2021	Dec 12 - Sunday	Christian
Wright Brothers Day 2021	Dec 17 - Friday	Observance
Winter/Summer Solstice 2021	Dec 21 - Tuesday	Season
Christmas Eve 2021	Dec 24 - Friday	Christian
Christmas Day 2021	Dec 25 - Saturday	Federal Holiday
Kwanzaa -thru Jan 1 2021	Dec 26 - Sunday	Observance
New Years Eve 2021	Dec 31 - Friday	Observance

HOLIDAY CHECKLIST

Create a holiday checklist outlining key drivers and special activities that are different during the holidays. It might be an occupancy swing, or holiday enhancements.

Holiday Season – Daily Checklist



AM Shift

- Block all arrivals on "A" side. Use all the nice Courtyard view rooms and keep guests away from doors, elevator, stairs, etc.
- Room Inspection: Ensure that each arrival will receive an inspected refreshing clean room. 50% by noon – 100% by 3 pm.
- Property Walk: Look for litter on the outside and ensure the arrival entrance, elevators and carpet (inside/outside) are clean and free of salt.
- Have the games placed on the communal table by 3 pm for the guest to enjoy.
- Welcome table: Have the sign, cookies, hot water, hot chocolate and marshmallows out by 1 pm.
- Pick 5 guests to have the Elf on a Shelf.
- Remember the "Holiday Elf-chief" challenge. Do your best to come up with the most creative picture with Cinnamon Stix and our guests, to have a chance to win a prize for the most creative picture. Guest will receive 1000 points, and you will receive \$25 gift card! Whoopi!
- MOST IMPORTANT.....HAVE FUN, MAKE A DIFFERENCE, AND HAVE A GREAT HOLIDAY!!!**

PM Shift

- Have fun with our Marriott Bonvoy guests with our ornament game and share with guests the Marriott Moments gingerbread experience.
- Maintain the Hot Cocoa Station for cleanliness and supplies.
- Set up one room with a holiday amenity for a family that walks in.
- Find three guests to send a hand-written note card.
- 11 pm: Take down the welcome station. (Keep the table out for the next day)
- Always be visible to the guests. Keep the energy up and create some holiday magic for our families and each other!

Miscellaneous

-
-
-
-

Associate Name: _____ Date: _____



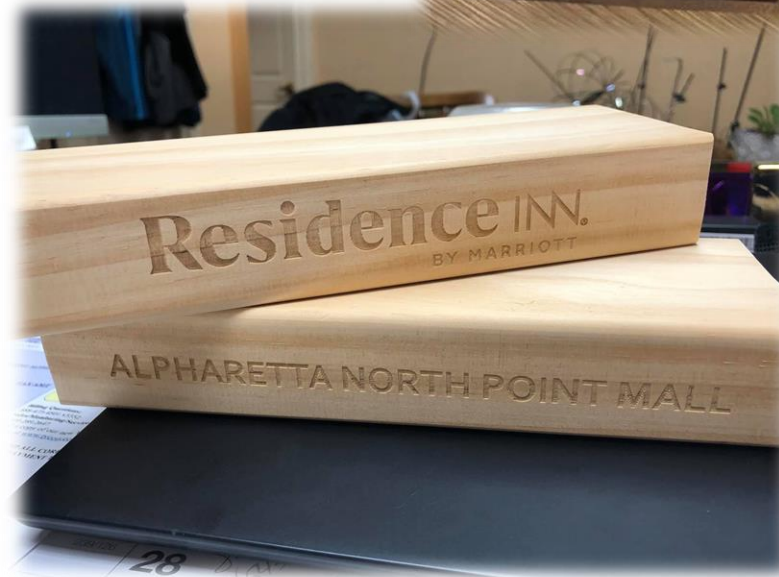
ELF ON A SHELF

Have fun selecting a few guests each day to receive a surprise!



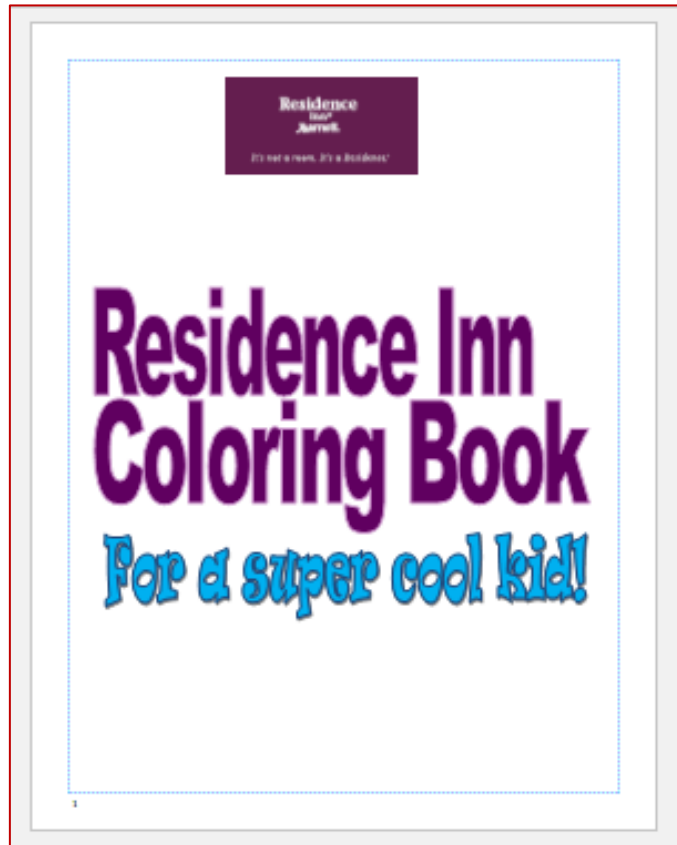
**HOT CIDER
AND COCOA
WELCOME STATION**

MAKE ROOM FOR A LITTLE FUN WITH GAMES IN THE LOBBY



CREATE COLORING BOOKS FOR THE KIDS

HOST A COLORING CONTEST



CLOSED

FOR THE

Holidays

**CREATE A
HOLIDAY LIST
OF RESTURANTS THAT ARE
OPEN FOR THE HOLIDAY**



**CREATE A
HOLIDAY LIST
OF FUN THINGS
TO DO IN YOUR AREA**

YOU'RE THE CONCIERGE OF YOUR HOTEL!

LETTERS TO SANTA

Have a station where kids can write a letter to Santa and send them a note back.

Or have a station where guests can make a card for the troops or a local senior home.





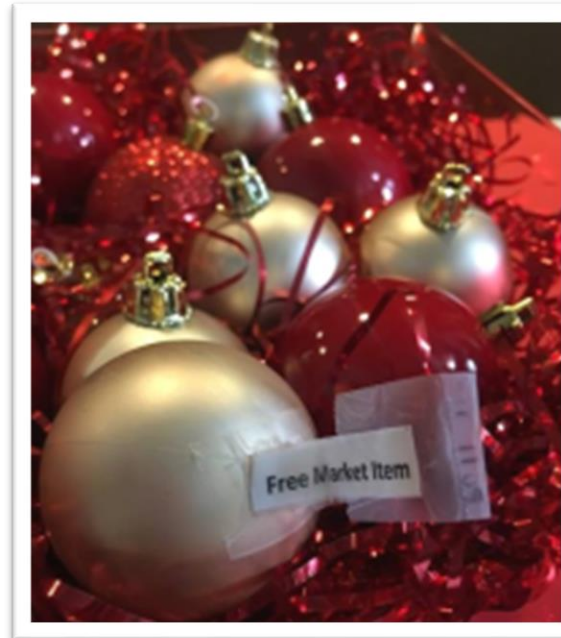
**BARTENDER,
I'LL HAVE
ANOTHER!**

**KEEP THE BAR
OPEN!**

Often with low occupancy we close outlets, this always ends with bad GSS, due to disappointed expectations.

GUEST WRAPPING STATION

FUN ELITE RECOGNITION



Have guests randomly pick from items where they will have various prizes.





PILLOW TALK HOLIDAY CARD/LETTER AND TREAT





**CELEBRATE
WITH YOUR
TEAM!**



**SAY YES TO
PUTTING A BOOK
IN EVERYONE'S
STOCKING AND GET
READY TO DRIVE
SWEET RESULTS
IN the New Year!
WHOO-WHOO!**

ORDER HERE



[AMAZON - YES IS THE ANSWER BOOK](#)

