

Yes Is the Answer PLANNER

BE CONFIDENT • BE EMPOWERED • LEAD FROM THE HEART

TEAM _____

BEING Extraordinary IS...

THE _____

DONE _____

ALL _____

THE FOUR STEPS TO SAY YES:

1 MAKE _____

2 WHAT _____

3 OFFER _____

4 BE _____

The Magic Phrase ✨

STRATEGY - WHAT ARE YOUR HARD NO QUESTIONS?

1 _____

2 _____

3 _____

4 _____

WORDS/PHRASES TO ELIMINATE

NOTES

| <input checked="" type="checkbox"/> | YES CHECKLIST |
|-------------------------------------|--|
| <input type="checkbox"/> | ESTABLISH HARD NO QUESTIONS |
| <input type="checkbox"/> | COMPLETE YOUR YES BRAINSTORM |
| <input type="checkbox"/> | HOST A YES HUDDLE OR RALLY <small>OR, HAVE THE WISE PINEAPPLE DO IT FOR YOU!</small> |
| <input type="checkbox"/> | YES SPIRIT BANDS TO REMIND |
| <input type="checkbox"/> | HANG YES POSTERS & PRACTICE DAILY |
| <input type="checkbox"/> | LAUNCH A YES RECOGNITION PROGRAM - KEEP YES ALIVE! |

OUR YES HUDDLE IS SCHEDULED

DATE _____

Yes Is the Answer

PLANNER

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YES IS THE ANSWER - JUICY BRAINSTORM SESSION

| HARD NO QUESTION | MAKE FRIENDS | CAN DO | OFFER OPTIONS | BE CREATIVE |
|-------------------------------------|--------------|--------|---------------|-------------|
| LATE CHECK OUT | | | | |
| UPGRADE | | | | |
| EARLY CHECK-IN | | | | |
| DATE NOT AVAILABLE | | | | |
| I'D LIKE GLITTER ON ALL THE TABLES! | | | | |
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Think about your guest's journey map. Where are there friction points for your associates and guests? Ways to discover your customer friction points: Guest surveys, Mobile Chat, Trip Advisor Reviews, Shadowing, Asking Associates