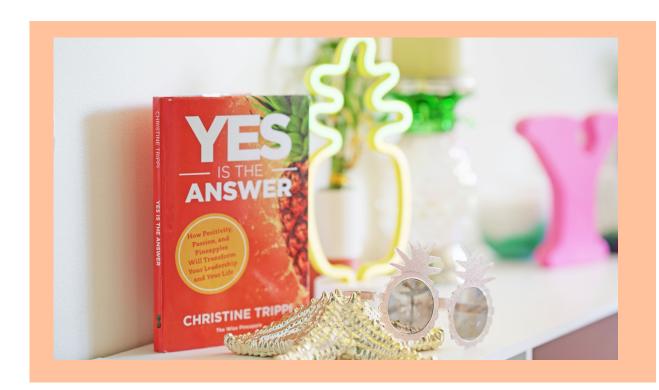
## Nise Pineapple PLAYBOOK





You don't build a business; you build people, then people build the business. -Zig Zigler

People will remember how you made them feel. -Maya Angelou.

Let's Go!

Christine Trippi **AUTHOR • SPEAKER • CONSULTANT** 











BE CONFIDENT • BE EMPOWERED • LEAD FROM THE HEAR'

TEAM

Extraordinary 15	WORE	OS/PHRASES TO ELIMINATE	
THE Basics  DONE Better  ALL The Time!	NOTES		
THE FOUR STEPS TO SAY YES:			
2 WHAT 3 OFFER			
		YES CHECKLIST	
The Magic Phrases		ESTABLISH HARD NO QUESTIONS	
		COMPLETE YOUR <b>YES</b> BRAINSTORM	
		HOST A <b>YES</b> HUDDLE OR RALLY OR, HAVE THE WISE PINEAPPLE DO IT FOR YOU!	
GUEST JOURNEY MAP: Where are your friction points for Team Members &		YES SPIRIT BANDS-VISUAL REMINDER	
Guests?		HANG <b>YES</b> POSTERS & PRACTICE DAILY	
PRE- RESERVATION PRE-ARRIVAL		LAUNCH A <b>YES</b> RECOGNITION PROGRAM - KEEP <b>YES</b> ALIVE!	
POST STAY CHECK-IN	OUR	YES HUDDLE IS SCHEDULED	
CHECK-OUT STAY	DATE		





## YES IS THE ANSWER - JUICY BRAINSTORM SESSION

YES IS THE ANSWER - JUICY BRAINSTORM SESSION						
HARD NO QUESTION	MAKE FRIENDS	CANDO	OFFER OPTIONS	BE CREATIVE		
LATE CHECK OUT						
UPGRADE						
EARLY CHECK-IN						
DATE NOT AVAILABLE						
Glitter On the Tables						
	1					

Think about your guest's journey map. Where are there friction points for your Team Members and guests? Here are some ways to discover your Guest friction points: Guest Surveys, Mobile Chat, Trip Advisor Reviews, Shadowing, & Asking Team Members.