

Wise Pineapple PLAYBOOK



TWP CROWN SOCIETY
HOSPITALITY INSIDER'S CLUB



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

”

Let's Go!

”

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

Christine Trippi

AUTHOR • SPEAKER • CONSULTANT



thewisepineapple.com

Yes Is the Answer

GUIDE & PLANNER

BE CONFIDENT • BE EMPOWERED • LEAD FROM THE HEART

TEAM _____

BEING
Extraordinary
IS...

THE *Basics*
DONE *Better*
ALL *The Time!*

THE FOUR STEPS TO SAY YES:

- 1 MAKE _____
- 2 WHAT _____
- 3 OFFER _____
- 4 BE _____

The Magic Phrases ✨

GUEST JOURNEY MAP:

Where are your friction points for Team Members & Guests?



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-VISUAL REMINDER
<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 _____

PLANNER

THE
WISE
PINEAPPLE
SWEET HOSPITALITY

THE CROWN SOCIETY
HOSPITALITY INSIDER'S CLUB

[illegible]

SAY YES, AND DRIVE AWARD-WINNING SWEET RESULTS