

DAILY HUDDLE

Be Confident – Be Empowered – Lead from the Heart

Sweet Results

“The best way to find yourself is to lose yourself in the service of others.”

INFORMATION

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

RECOGNITION

New Hires – Anniversaries – Birthdays - Shout Outs!

COACHING

TODAY'S FOCUS: RECHARGING YOUR DAILY MEETINGS

Start with an energetic, **“Good Morning/Afternoon!” (Bring treats)** Today's Focus: Recharging our culture and morning meetings.

(ASK) What do you want from a *Sweet* work culture? What do you need to make your work experience amazing and do your job well? (Lead the group to four main items: Training, Information, Goals, and Recognition) Note these on a flipchart and review what everyone said.

(ASK) Do you know the number one reason a person leaves a job? (Many may say pay, benefits, etc.) ANSWER: Lack of recognition and feeling valued.

(SAY) And the three reasons that followed recognition were: **Training - Information - Goals**

(ASK) Do you want to hear the really *Sweet* news? This is what you get every day in your morning/afternoon 15-minute meetings!

Training: The daily focus - **Information:** Daily stats, VIPS, Groups, updates - **Set Goals:** Daily Goals, Department goals, sell-out goals, etc. **Recognition!** Come ready to receive and GIVE recognition!

(ASK) Whose job is it to make our morning/afternoon meetings energizing and bring training, information, recognition, and goals? ANSWER: EVERYONE'S JOB! One person cannot create a great work culture; it will take all of us!

(DECIDE) Your meeting's time, location, and ensure this is a safe zone of positive energy; no calling anyone out, it's not a complaint forum.

(ASK) Do you want a great work environment that supports you with training, information, recognition, and goals? Then it will take all of us to make our team atmosphere the best! Who will commit to coming to huddle each day on-time, participate, engage, and bring positive energy? Get them to raise their hands and commit.

(DO) Let's begin right now! Let's go around the circle and recognize the person to your right. (After recognizing each other, ask how it felt to be acknowledged? Then how it felt to recognize someone else? Read the quote – serving others is often the most rewarding!

Key Messages: Attending morning meetings helps your development, provides our team with value and recognition, creates a *Sweet* work environment, allows us provide better service to our guests!

(DO) Always end with high energy! Suggestion: Everyone put their hands in the middle and come up with different cheers daily. I.E., someone says, “1, 2, 3,” and everyone else raises hands and says, “GO, TEAM!”

GOALS

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