



YES! CHOOSE YOUR ADVENTURE



YES IS THE ANSWER

Empower your team and elevate your customer experience with the 'Yes Is the Answer' scenario cards!

These interactive cards provide real-world scenarios that challenge your team to embrace a solution-oriented mindset. By practicing the 'Yes Is the Answer' strategy, your team will learn how to create legendary guest experiences, build confidence in decision-making, and foster a culture of empowerment and positivity.

Get ready to turn obstacles into opportunities and WOW every customer!

Three Ways to Use the Scenario Cards:

1. Practice Sessions:

Divide the team into pairs or small groups and have each group select a scenario card. One person plays the customer while the other(s) act as the team member providing a solution. Encourage participants to focus on following the “Yes” steps while offering creative solutions to the challenge. Rotate roles to ensure everyone has a chance to practice and discuss the experience as a group.

2. Team Huddle Challenges:

Use a scenario card during daily team huddles to spark quick and impactful discussions. Read the scenario aloud and ask team members to brainstorm ways to say "Yes" while staying within company guidelines. Reward innovative ideas with small incentives, like a candy or a point system, to keep the energy high and participation engaging.

3. Empowerment Workshop:

Host a dedicated workshop where each team member picks a card and presents their solution to the group. Encourage them to explain the thought process behind each step of their “Yes” response and how it supports the customer and the business. Create new cards with other challenging guest questions and wrap up by discussing how these strategies can be applied in day-to-day operations to build a more empowered, solution-driven culture.

These scenario cards are not just exercises—they’re opportunities to transform mindsets and create an exceptional team culture where "Yes" opens the door to extraordinary customer experiences!

*If the question for your hotel is a “Yes,” practice by imagining you are at a hotel that does not offer what is being asked. This allows you to exercise creative problem-solving and develop a proactive, solution-focused mindset. Remember to adapt the scenario as needed, swapping out specific brand details for ones that align with your property or team's operations. The examples below provide a general framework to guide your practice.



YES! SCENARIO CARDS



QUESTION

I have a pitbull, do you accept them?

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



QUESTION

Is parking free?

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



QUESTION

With your one month rent free, can you prorate it, so my monthly rent is lower?

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



QUESTION

Do you have a one-bedroom available next month (None are available.)

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



QUESTION

Can I do a month-to-month lease?

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



QUESTION

Can you hold this apartment until the end of the month with my deposit?

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



QUESTION

Can I paint or redecorate my apartment?

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



QUESTION

I lost my job, Can I skip my rent this month?

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



QUESTION

I'm very sensitive to noise, can you guarantee I won't have noisy neighbors?

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



QUESTION

Ugh, I've been out of town, can you waive my late fees?

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



QUESTION

I got a new job and have to move, can you let me out of my lease?

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



QUESTION

Can I smoke or vape in my apartment?

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



QUESTION

Do you have a three-bedroom apartment?
(Community only has 1 & 2 bedrooms)

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



CREATE A QUESTION

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



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ASSOCIATE QUESTION

Can I have the month of January off to go visit family?

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



ASSOCIATE QUESTION

Can I have weekends off?

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



ASSOCIATE QUESTION

Don't I deserve a promotion?

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



ASSOCIATE QUESTION

Can I let my son sit in the lobby until his dad comes to pick him up?

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



ASSOCIATE QUESTION

Will you cover my shift for me?

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



ASSOCIATE QUESTION

Can I get a cash advance?

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



ASSOCIATE QUESTION

Can I date our guest Mr. Smith?

WORK SMARTER

What can we create to deliver a YES?

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Offer Options

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YES! SCENARIO CARDS



ASSOCIATE QUESTION

Can I sign up for Health benefits in the middle of the year?

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



ASSOCIATE QUESTION

I don't get along with (co-worker), can you not schedule us together?

WORK SMARTER

What can we create to deliver a YES?

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