

♥ What status did you think you were?

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**WHY DID YOU THINK THAT?**

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**WHY EACH STATUS MATTERS**

**WHO SENDS IN THE MOST SURVEYS?**

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**HOW DO WE GET MORE SURVEYS FROM OUR...**

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**WHAT DO WE KNOW ABOUT OUR GUEST RIGHT IN PMS?**

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**WHAT CAN BE CONSIDERED AN UPGRADE AT YOUR HOTEL?**

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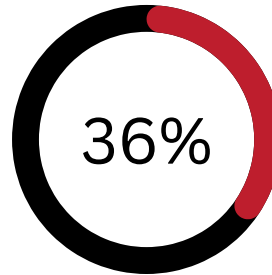


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1 out of 5 has a problem.



*If guests don't tell us they have a problem.*

**NOTES**

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	<b>ACE CHECKLIST</b>
	UPGRADE LIST FOR YOUR HOTEL
	ARRIVAL HUDDLE COMPLETE
	CONNECTION HUDDLE COMPLETE
	EMPOWERMENT HUDDLE COMPLETE
	HANG <b>LEARN/HEART/ILEAD</b> POSTERS & PRACTICE DAILY

