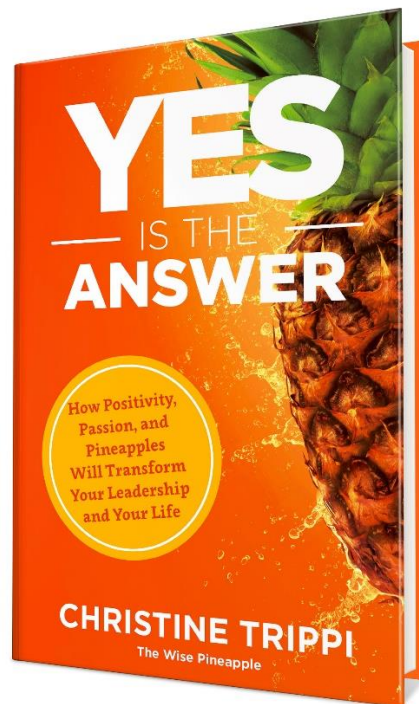


# YES — IS THE — ANSWER

## COMPANION WORKBOOK

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**SWEET HOSPITALITY. SWEET CULTURES. SWEET RESULTS.**



## Chapter One | What is your why?

1. Whether it's to put food on the table, stay healthy, reduce pollution, get an education, travel, develop your talents, write a book, or change the world—what is your why?



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## Chapter Three | Step 1: Make Friends First

2. How could you respond positively when asked for an early check-in at 7 a.m. with no rooms available?



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## Chapter Four | Step 2: Tell Them What You Can Do

3. How can you respond positively when asked if the hotel has a shuttle to the airport when it doesn't?



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4. How can you respond positively when a guest asks you if you have a room with a microwave when your hotel rooms don't have them?



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## Chapter Five | Step 3: Offer Options

5. How can you respond positively when a guest asks you for a late checkout when you can't offer it?



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6. How can you respond positively when a guest asks you for a smoking room, in a non-smoking hotel?



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## Chapter Six | Step 4: Be Creative

7. How can you respond positively when a guest asks you for a bell cart to use on their own when the policy states you can't do this?



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## Chapter Seven | Building Confident Leaders

8. How would you respond positively to this customer asking to bring her family pet when your hotel does not allow pets?



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## Chapter Eight | Two Customers

9. How can you respond positively when an associate asks you not to work weekends anymore?



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## Chapter Nine | Yes Speak!

10. How can you respond positively when a guest asks you if they get free breakfast since they are a Platinum member?



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## Chapter Ten | The Essence of Yes!

11. How can you use the Empowerment Circle to enhance your daily habits and add positivity to your life?



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## Chapter Eleven | Fond Farewell

12. By reading **Yes Is the Answer**, you have now **identified** areas you can enhance and you've **owned** responsibility. Now it's time to **ACT!** Jot down some thoughts on your top action items to become a *Wise Pineapple!*



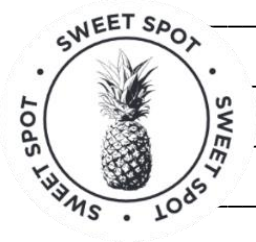
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# ENERGY x EXECUTION = RESULTS

I will ...



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This isn't the end—it's just the beginning!

