

Yes!

LEADERSHIP

Summit

THE WISE PINEAPPLE
SWEET HOSPITALITY

TWP CROWN SOCIETY
HOSPITALITY INSIDER'S CLUB

PLAYBOOK



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]

Copyright 2022 - The Wise Pineapple - www.thewisepineapple.com

L.E.T.S. Empower!

GUIDE & PLANNER

BE CONFIDENT • BE EMPOWERED • LEAD FROM THE HEART



DATE _____

Empowerment

IS...

noun: Authority or power given to someone to do something.

THE FOUR THINGS ASSOCIATES NEED TO TAKE ACTION:

L
E
T
S

LIMITS & GUIDELINES IDEAS

THE MOST IMPORTANT THING YOU DO EVERYDAY IS:

THE FOUR S.R.M. QUADRANTS

SERVICE RECOVERY MODEL

1
2
3
4

TRUST - EMPOWERMENT BIG 3

IS WHAT YOU'RE ABOUT TO DO...

1

2

3

If Associates can say YES to these three questions, they can TRUST that we are on their side to take ACTION!

NOTES



L.E.T.S. CHECKLIST



ESTABLISH LIMITS & GUIDELINES



EMPOWERMENT BOX BRAINSTORM
TOOLS THEY CAN USE,



COMPLETE SRM PLANNER
SERVICE RECOVERY MODEL



CREATE TOOLBOX(ES)



HOST COACHING HUDDLES
SRM, H.E.A.R.T., TOOLBOX, EMPOWERMENT BIG 3,



HANG POSTERS & PRACTICE DAILY

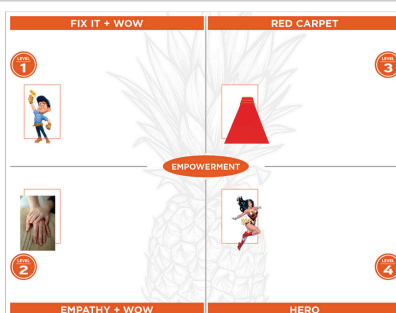
OUR LAUNCH DATE IS SCHEDULED

DATE _____

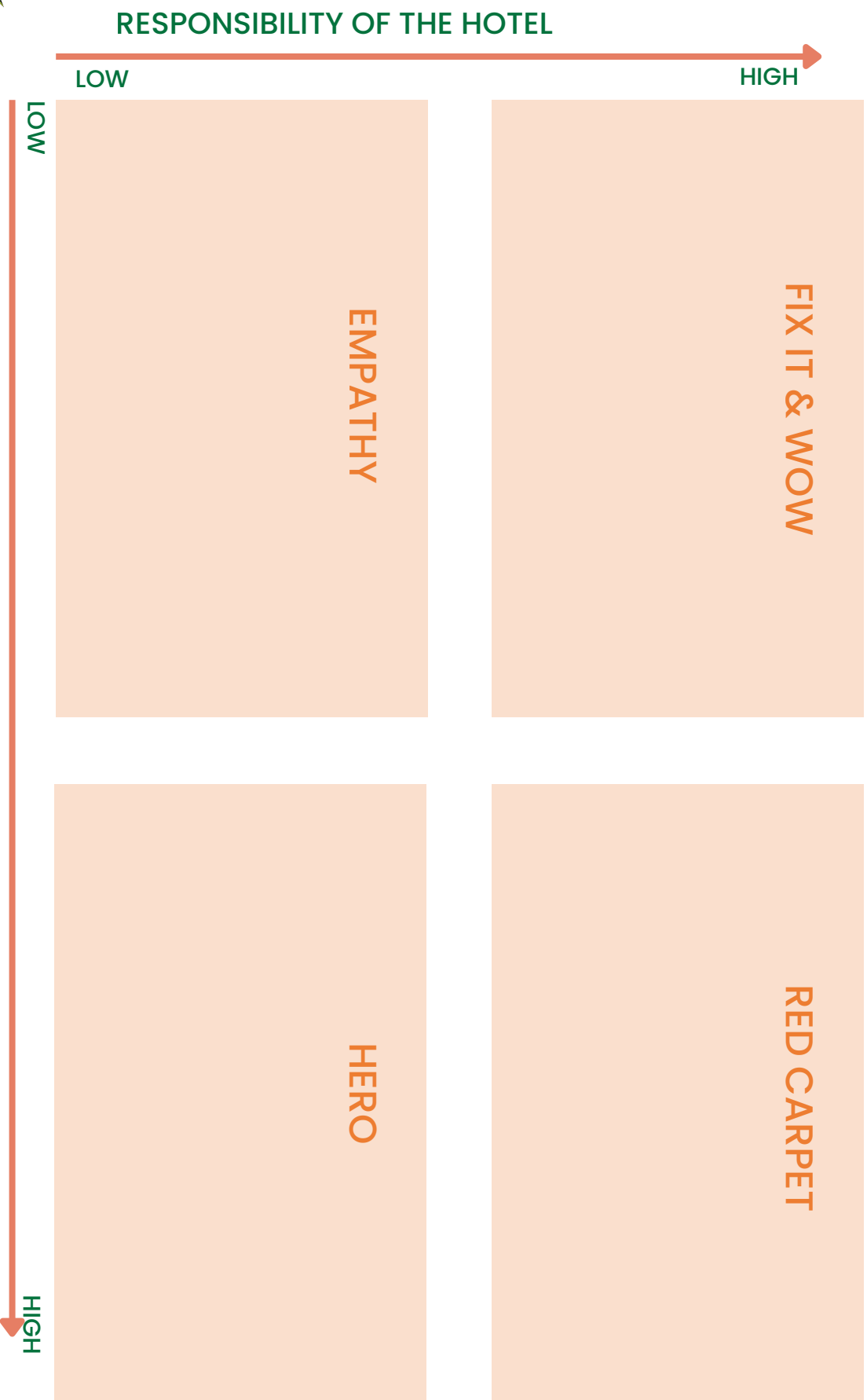
THE
WISE
PINEAPPLE
SWEET HOSPITALITY

THE CROWN SOCIETY
HOSPITALITY INSIDER'S CLUB

L.E.T.S EMPOWER - SRM/TOOLBOX BRAINSTORM SESSION



THE SERVICE RECOVERY MODEL



THE SERVICE RECOVERY MODEL

RESPONSIBILITY OF THE HOTEL

LOW

HIGH

**FIX IT
& WOW**
High Responsibility
Low Severity

EMPATHY
Low Responsibility
Low Severity

**RED
CARPET**
High Responsibility
High Severity

HERO
Low Responsibility
High Severity

LOW

HIGH

SEVERITY TO THE GUEST

Huddle

GUIDE & PLANNER



DATE _____

BE CONFIDENT ENGAGE • BE EMPOWERED EVOLVE • LEAD FROM THE HEART ENRICH

FOUR TOPICS TO INCLUDE IN EACH HUDDLE?

1 _____

2 _____

3 _____

4 _____

WHAT HOLDS YOU BACK FROM HAVING HUDDLE?

OUR MEETING

WHO ATTENDS?

- ☐ ALL TEAM
- ☐ PAIR-UP DEPARTMENTS

WHICH DEPARTMENTS PAIR UP?

WHAT IS EACH DEPARTMENT'S CONTRIBUTION?

FRONT DESK

F&B

HSKING

SALES

M&E

HUDDLE DETAILS

WHERE	
TIME(S)	
CEO(S)	

HUDDLE PACK

<input checked="" type="checkbox"/>	
<input type="checkbox"/>	SCENARIO CARDS
<input type="checkbox"/>	CANDY, LOTTO TICKET
<input type="checkbox"/>	POST IT NOTES & PENS
<input type="checkbox"/>	BLANK HUDDLE SHEETS
<input type="checkbox"/>	RAFFLE TICKETS, KOOSH BALL, BLOCKS, DICE, SPINNER

NOTES

OUR HUDDLE BEGINS:

DATE _____

LEADERS COMMIT BY SIGNING THE BACK

TEAM NAME

SCENARIO

Culture from the Heart--Your mission (should you choose to say YES!) is to design and deliver a short, high-energy huddle that inspires, informs, and ignites your team.

Every great huddle has FOUR HEARTBEATS:

INFORMATION - What does your team need to know today?

COACHING - A quick mindset or skill lesson/story to grow your team.

"A huddle is a heartbeat — and when you lead with heart, your culture beats stronger." — Christine Trippi, The Wise Pineapple

GOALS - What are we focusing on achieving today? Goldilocks challenges.

RECOGNITION - Celebrate your people and their wins.

ENERGY:

Props or visuals you'll use: _____

Music or theme song (optional): _____

Stories or lessons: _____

Scoring Criteria:

Including all four heartbeats of huddle, 10 points each. Adding any additional strategies from the Culture from the Heart Masterclass, 5 points each.

Huddle PLANNER

BE CONFIDENT ● BE EMPOWERED ● LEAD FROM THE HEART



Huddle Topic - *JUICY* BRAINSTORM SESSION

TOPIC	IDEA 1	IDEA 2	IDEA 3	IDEA 4	IDEA 5
Loyalty APPRECIATION					
PROBLEM RESOLUTION					
EXTRAORDINARY SERVICE					
CLEANLINESS					
Engineering					
FOOD AND BEVERAGE					
HOURS OF OPERATIONS					
LOCAL ATTRACTIONS					
SALES					
PMS/CHECK IN					
LIFE SAFETY					
BRAND CULTURE					
JUST FOR FUN					
EVENTS/GROUPS					

You're feeling energized with Confidence, Empowerment, and Heart!
It's time to execute! Scan the QR code and share **ONE thing you **WILL** do after attending The Culture from the Heart Masterclass.**



COACHING From the Heart GUIDE & PLANNER

BE CONFIDENT • BE EMPOWERED • LEAD FROM THE HEART

DATE _____

CRITICAL Conversations

One word you feel about them...

new word

CLARITY IS KINDNESS

CONVERSATIONS I NEED TO HAVE

☐ _____

☐ _____

☐ _____

☐ _____

☐ _____

TWO TECHNIQUES TO AVOID

1 _____

2 _____

TO BREAKTHROUGH ANYTHING

1 _____

2 _____

3 _____

<input checked="" type="checkbox"/>	7 COACHING TECHNIQUES CHECK WHEN YOU'VE PRACTICED EACH TECHNIQUE
<input type="checkbox"/>	1-10 FROM 1-10, WHAT WOULD YOU RANK XYZ?
<input type="checkbox"/>	LOOKBOOKS CREATE FOR ANY AREA. WHAT'S DIFFERENT?
<input type="checkbox"/>	STEP INTO THE GUEST'S SHOES IF YOU WERE...
<input type="checkbox"/>	WIIFM WHAT'S IN IT FOR ME - SPEAK TO WHAT MATTERS TO THEM
<input type="checkbox"/>	RITZ CARLTON WHAT WOULD IT LOOK/BE LIKE AT THE RITZ CARLTON?
<input type="checkbox"/>	ARE YOU OPEN TO SOME FEEDBACK? GIVE RESPECT & PUT THE OTHER PERSON IN CONTROL
<input type="checkbox"/>	POSITIVE MOTIVATION VS. FEAR WHAT ARE THE POSITIVE CONSEQUENCES? WHAT ARE WE MOVING TOWARD VS. AWAY FROM?

<input checked="" type="checkbox"/>	COACHING CHECKLIST
<input type="checkbox"/>	SHARE & PRACTICE WITH LEADERSHIP TEAM MEETING DATE: _____
<input type="checkbox"/>	IDENTIFY CONVERSATIONS NEEDED
<input type="checkbox"/>	SCHEDULE & HAVE COACHING SESSION
<input type="checkbox"/>	CREATE LOOK BOOK(S)

I WILL:

LEADER NAME: _____

