



# 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

Can you waive my internet bill 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

Can a technician come out today?

### 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 get unlimited high-speed internet without a data cap at the same price?

### 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 talk to the same customer service rep every time I call?

### 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 reinstate my service immediately even though my payment hasn't cleared?

### 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 get a discount just for being a long-time customer?

### 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 keep my promotional rate forever?

### 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 get service in my rural area where you don't currently offer coverage?

### 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 walk into a store and get a same-day installation?

### 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 get a refund on a service I didn't use?

### WORK SMARTER

What can we create to deliver a YES?

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What You Can Do

#### Offer Options

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## CREATE A QUESTION

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# YES! SCENARIO CARDS



## 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 customer, Mr. Smith?

### 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 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



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## 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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What You Can Do

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