



# HUDDLE

GUIDE & PLANNER

BE CONFIDENT

BE EMPOWERED

LEAD WITH HEART

# Welcome!

I help hospitality leaders who are stressed, time-starved, and unsure where to begin to find their passion, direction, and drive **Sweet Results** with motivation, strategies, and fun accountability.

Your **Wise Pineapple** posts inspired me to build this guide to help you create a legendary culture and get the BEST results you've ever had!



## ABOUT ME

I'm the author of *Yes Is the Answer* and the founder of The Wise Pineapple and Crown Society Hospitality Insider's Club.

I've been in hospitality for over 35 years, with humble beginnings like most of you. My first position was as a laundry attendant/van driver.

Since that first position, my mission has been to **change the world one YES at a time**, and I hope you will join me in that mission!

## THE WISE PINEAPPLE

The Wise Pineapple Facebook group was created for YOU back in 2015, My mission was to share positive energy and hotel know-how from the road as I crossed the country supporting over 400 hotels with Marriott International.

Now, as the Chief Fun Officer at The Wise Pineapple, I GET to serve all brands, all companies, and all leaders!

How lucky am I? Thank you for being a Wise Pineapple!

*Christine Trippi*

# FIVE BENEFITS OF HUDDLE

*And there are plenty more!*

## 1. IT HELPS YOU TO BE EVERYWHERE

Each day as you coach your team you put a little bit of you everywhere in the hotel. This leads to **Confident** and **Empowered** associates who **Lead from the Heart**. Watch your guest survey scores climb!

## 2. IT WILL SAVE YOU THOUSANDS IN ASSOCIATE RETENTION

It's not money, benefits, or the commute.

The number one reason associates leave a job is they do not feel recognized and valued for all they do.

Huddle is the best and most consistent arena to recognize and appreciate your team. The best part, it's not only YOU. The whole team gets to contribute; valuing each other and becoming a family. Learn more about how and the next three reasons people leave a job in the Coaching from the Heart Masterclass.

## 3. ENERGY IS EVERYTHING

When you begin your workday with motivation, mindset, and energy that's how the shift will go. Energy is contagious, your associates and guests will feel it. "How you view it is how you do it!"

## 4. CONNECTION & COMMUNICATION

The 1st thing that tears down a team culture is lack of communication and connection. Over the last two years this has been a top concern with reduced staffing and our industry's challenges.

When communication is low assumption gets high and we begin to create the narratives in our head. "They don't appreciate me." "They don't care about their job." **YES, OR YES?**

Huddle ensures you are connecting and communicating from the heart daily.

## 5. DRIVE SWEET RESULTS

I believe that nothing will drive your results more than Huddle—for your associates, your guests, and your stakeholders. Learn so much more in the Culture from the Heart Masterclass.

# THREE RESOURCES TO BUILD YOUR HUDDLE

## 1. THE HUDDLE PLANNER

Use the 1st page of the Huddle Planner to establish the important details of your Huddle. This will ensure consistency, set expectations, and get your team prepared.

The 2nd page will help you to brainstorm with your leadership team which will set you up to **Be Empowered** with 16-weeks/80 individual Huddle topics!

*Reduce stress!*

**Huddle PLANNER**  
BE CONFIDENT • BE EMPOWERED • LEAD FROM THE HEART

TEAM \_\_\_\_\_

**FOUR TOPICS TO INCLUDE IN EACH HUDDLE?**

1 \_\_\_\_\_  
2 \_\_\_\_\_  
3 \_\_\_\_\_  
4 \_\_\_\_\_

**WHAT HOLDS YOU BACK FROM HAVING HUDDLE?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**HUDDLE DETAILS**

WHERE \_\_\_\_\_  
TIME(S) \_\_\_\_\_  
CLOS(E) \_\_\_\_\_

**HUDDLE PACK**

SCENARIO CARDS  
 CANDY, LOTTO TICKET  
 POST IT NOTES & PINS  
 BLANK HUDDLE SHEETS  
 BAFFLE TICKETS, KOOHIE BALL, BLOCKS, DICE, SPINNER

**OUR MEETING**

WHO ATTENDS? ALL TEAM

**Be Confident** & ready with engaging content that will build strong leaders!



## 2. RECHARGE YOUR HUDDLE ACTIVITY

Once you have established your new Huddle culture, this Huddle activity will help you **Be Empowered** and launch!

Your team will understand the who, what, where, when, and why that will drive purpose and engagement.

## 3. ACCESS THE MASTERCLASS RECORDING FOR ONLY \$27!

Get instant access, and dive into so much more in the Masterclass. I cover the mindset and ten Pineapple Pro Tip strategies to create an incredible Huddle culture.

**Bonus #1:** I share an engineering strategy that can change EVERYTHING!

**Bonus #2:** We will review an additional Huddle activity, and you will receive the activity guide and printable connection cards.

**Bonus #3:** You'll also receive an editable Huddle Planner & a few other goodies!

*Click Here!* [YES, OR YES!](#)



# Huddle PLANNER



TEAM \_\_\_\_\_

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## FOUR TOPICS TO INCLUDE IN EACH HUDDLE?

Learn more in the Huddle activity below and the Masterclass

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_

## WHAT HOLDS YOU BACK FROM HAVING HUDDLE?

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## OUR MEETING

### WHO ATTENDS?

- ALL TEAM  
 PAIR DEPARTMENTS

WHICH DEPARTMENTS PAIR UP?  
 \_\_\_\_\_

Learn more in the Masterclass

### WHAT IS EACH DEPARTMENT'S CONTRIBUTION?

#### FRONT DESK

F&B

HSKING

SALES

M&E


## HUDDLE DETAILS

Learn more in the Masterclass

WHERE	
TIME(S)	
CEO(S)	

## HUDDLE PACK

Learn more in the Masterclass

<input 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

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## OUR HUDDLE BEGINS:

DATE \_\_\_\_\_

LEADERS COMMIT BY SIGNING THE BACK

# Huddle PLANNER

## Huddle Topic - Juicy Brainstorm Session

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



# DAILY HUDDLE

Be Confident - Be Empowered - Lead from the Heart

Sweet Results

**“The best way to find yourself is to lose yourself in the service of others.”**

## INFORMATION

Arrivals/Departures - Departments - VIPS - Groups - Meetings - Local

## RECOGNITION

New Hires - Anniversaries - Birthdays - Shout Outs!

## COACHING

### TODAY'S FOCUS: RECHARGING YOUR DAILY MEETINGS

Start with an energetic “Good Morning/Afternoon!” (Bring treats.) **Today's Focus:** Recharging our culture and morning meetings.

**(ASK)** What do you want from a *Sweet* work culture? What do you need to make your work experience amazing and do your job well? (Lead the group to four main items: Training, Information, Goals, and Recognition.) Note these on a flipchart and review what everyone said.

**(ASK)** Do you know the number one reason a person leaves a job? (Many may say pay, benefits, etc.) **ANSWER:** Lack of recognition and feeling valued.

**(SAY)** And the three reasons that followed recognition were: **Training - Information - Goals**

**(ASK)** Do you want to hear the *Sweet* news? This is what you get every day in your morning/afternoon 15-minute meetings!  
**Training:** The daily focus - **Information:** Daily stats, VIPS, Groups, updates - **Set Goals:** Daily Goals, Department goals, sell-out goals, etc.  
**Recognition!** Come ready to receive and GIVE recognition!

**(ASK)** Whose job is it to energize our morning/afternoon meetings and bring training, information, recognition, and goals? **(ANSWER)** EVERYONE'S JOB! One person cannot create a great work culture; it will take all of us!

**(DECIDE)** Your meeting's time, location, and ensure this is a safe zone of positive energy; no calling anyone out, it's not a complaint forum.

**(ASK)** Do you want a great work environment that supports you with training, information, recognition, and goals? Then it will take all of us to make our team atmosphere the best! Who will commit to coming to huddle each day on time, participating, engaging, and bringing positive energy? Get them to raise their hands and commit.

**(DO)** Let's begin right now! Let's go around the circle and recognize the person to your right. (After recognizing each other, ask how it feels to be acknowledged? Then, how it feels to recognize someone else?) Read the quote – serving others is often the most rewarding!

**Key Messages:** Attending morning meetings helps you grow, provides our team with value and recognition, creates a *Sweet* work environment, and allows us to provide better service to our guests!

**(DO)** (Host, Always end with high energy!) Suggestion: Everyone put their hands in the middle and come up with different cheers daily. For example, someone says, “1, 2, 3,” and everyone else raises hands and says, “GO, TEAM!”

## GOALS

Daily Goal - Guest Service Goal - Follow-up from Yesterday



# WANNA LEARN MORE?



**Would you like more support?  
Schedule a quick chat to see if we would be a  
Sweet fit to work together**

Conference Keynotes, Team Building, Masterclass Workshop,  
Consulting, Guest Survey Deep Dive, or get your key to the #1  
Hospitality Insider's Club, the Crown Society!

**My #1 goal is to help YOU get RESULTS!**

*Click Here!*



**SCHEDULE A QUICK CHAT**

**CROWN SOCIETY**

## **YOU'RE A WISE PINEAPPLE!**

Lastly, I've added you to my Wise Wednesday list!  
What does that mean? Each Wednesday, you will receive Juicy pineapple tidbits to inspire and help you reach your goals. **Note:** If any of the above is not for you, you can opt-out anytime by clicking the link at the bottom of the email.