

DAILY HUDDLE

Be Confident – Be Empowered – Lead from the Heart

Sweet Results

If you aim higher than you expect, you could reach higher than you dreamed!" -Richard Branson

INFORMATION

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

RECOGNITION

New Hires – Anniversaries – Birthdays - Shout Outs!

COACHING

TODAY'S FOCUS: LOYALTY SIGN-UPS! SIX DAY CHALLENGE!

(Presenter: To prepare, read through the material. Have either paper, flip charts, or post-it notes and pens.)

Ask: Who knows what our loyalty sign-up goal is? (Take Guesses and then share our goal & where they can find it)

Say: We have been challenged to see how many loyalty sign-ups we can get in SIX DAYS! (How many do you think we can achieve? (Take guesses and record them for after the challenge!))

Say: Here is what **YOU/WE** will get for each sign-up. (Or share a team goal) Share what they can get from the brand and what your hotel will do. Also, Christine Trippi, The Wise Pineapple, will record a personalized Huddle for the winning team! Whoop! 🍍

Say: Let's Review three key items to help you invite more members into our loyalty club, _____. Who would like to log these on the flip chart?

Ask: What are some qualifying questions you can ask when a guest is checks in? (Are you a member? Do you travel more than five nights a year? Are you part of an airline loyalty program? The program is free; you can earn hotel nights or airline miles.) **Have team members face each other and practice with each other how that might sound.**

Ask: What can guests use **THIS STAY** if they sign up today? (Internet? Late checkout? Mobile app? Early check-in? Upgrade? Bonus Points?) Example, If you sign up today, we can set you up for a complimentary late checkout!

Ask: What are the top 5 benefits of becoming a member to discuss with guests?

Ask: How can we help invite guests in other departments? F&B, Housekeeping, Events, etc.

Today's Key Message: Loyalty members stay more, pay more, and cost less for our hotel, AND you can earn _____! Let's get obsessed with LOYALTY!

Everyone put your hands in. I SAY, "You've Been Challenged," and if you're up for it, YOU SAY, "Challenge Accepted!" Have everyone sign off on the Loyalty Challenge Flip Chart and hang your goal and commitment in the team area.

GOALS

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