

Yes Is the Answer

GUIDE & PLANNER

BE CONFIDENT • BE EMPOWERED • LEAD FROM THE HEART

TEAM _____

BEING Extraordinary IS...

THE _____

DONE _____

ALL _____

THE FOUR STEPS TO SAY YES:

1 MAKE _____

2 WHAT _____

3 OFFER _____

4 BE _____

The Magic Phrase ✨

GUEST JOURNEY MAP:



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 TO REMIND
<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 _____

Yes Is the Answer

PLANNER

BE CONFIDENT ● BE EMPOWERED ● LEAD FROM THE HEART



YES IS THE ANSWER - JUICY BRAINSTORM SESSION

HARD NO QUESTION	MAKE FRIENDS	CAN DO	OFFER OPTIONS	BE CREATIVE
LATE CHECK OUT				
UPGRADE				
EARLY CHECK-IN				
DATE NOT AVAILABLE				
Glitter On the Tables				

Think about your guest's journey map. Where are there friction points for your associates and guests? Ways to discover your customer friction points: Guest Surveys, Mobile Chat, Trip Advisor Reviews, Shadowing, Asking Associates