



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.





I'm an Elite member, can I get an upgrade?

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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QUESTION

I'm a Gold member don't I get a 4pm checkout?

WORK SMARTER What can we create to deliver a YES?

Make Friends First What You Can Do Offer Options Be Creative



WISE WISE WEEK POSITIALITY

QUESTION Can you wave the cancelation fee?

WORK SMARTER What can we create to deliver a YES?

- **Make Friends First** What You Can Do
- **Offer Options**
- Be Creative



QUESTION Isn't breakfast included in the rate?

WORK SMARTER What can we create to deliver a YES?

Make Friends First What You Can Do Offer Options Be Creative





QUESTION

Can I get a late checkout? (plot twist: they're with a soccer group)

WORK SMARTER What can we create to deliver a YES?

Make Friends First What You Can Do Offer Options Be Creative



Can I cash a check here?

WORK SMARTER What can we create to deliver a YES?





QUESTION Do you accept pets?

WORK SMARTER What can we create to deliver a YES?

- **Make Friends First** What You Can Do
- Offer Options
- Be Creative





QUESTION

Can I book a child's birthday party in the pool area?

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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QUESTION Do you have an airport shuttle?

WORK SMARTER What can we create to deliver a YES?

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- Make Friends First
- What You Can Do
- Offer Options
- Be Creative

QUESTION Don't you have lobby coffee?

SCENARIO CARDS

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 do cash back from my credit card?

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

Do you have an ATM here?

WORK SMARTER What can we create to deliver a YES?





I know It's 6am, but I'm dying for a PB&J. Can I get one?

WORK SMARTER

What can we create to deliver a YES?

- Make Friends First
- What You Can Do
- **Offer Options**
- Be Creative
-





QUESTION

Can I get a room with a view?

WORK SMARTER What can we create to deliver a YES?

Make Friends First What You Can Do Offer Options Be Creative

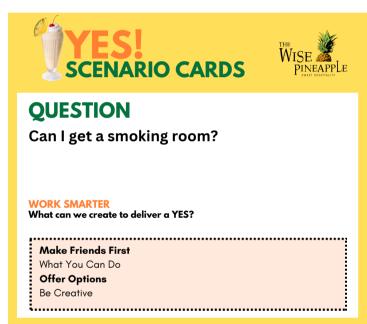




QUESTION Can I get a room with a microwave?

WORK SMARTER What can we create to deliver a YES?

- Make Friends First
- What You Can Do
- Offer Options
- Be Creative
- -----







QUESTION

Can I get a balcony room so I can smoke on it?

WORK SMARTER

What can we create to deliver a YES?

Make Friends First What You Can Do Offer Options Be Creative





QUESTION

Can I keep getting the long term stay rate if I leave for the weekend?

WORK SMARTER What can we create to deliver a YES?

Make Friends First
What You Can Do
Offer Options
Be Creative





Can I use my points to purchase market items?

WORK SMARTER

What can we create to deliver a YES?

- Make Friends First
- What You Can Do
- **Offer Options**
- Be Creative





QUESTION

Can I change my room to a king. (hotel is sold out)

WORK SMARTER What can we create to deliver a YES?

Make Friends First What You Can Do

Offer Options Be Creative





QUESTION

I'm almost done with my wine; can I take it on the shuttle? I won't tell!

WORK SMARTER

What can we create to deliver a YES?

- Make Friends First
- What You Can Do
- Offer Options
- Be Creative





QUESTION

Can we eat our takeout in the Bistro or Restaurant

WORK SMARTER What can we create to deliver a YES?

Make Friends First	
What You Can Do	
Offer Options	
Be Creative	





QUESTION

Do you have a hot tub? (hotel has pool – hot tub was closed)

WORK SMARTER What can we create to deliver a YES?

Make Friends First What You Can Do Offer Options



Be Creative

WES! SCENARIO CARDS **QUESTION** Isn't parking free?

WORK SMARTER What can we create to deliver a YES?





QUESTION You're cute! Can I take you out tonight?

WORK SMARTER What can we create to deliver a YES?

- Make Friends First
- What You Can Do
- Offer Options
- Be Creative
-





QUESTION

Ugh! The shampoo is really strong! Do you have a different brand?

WORK SMARTER What can we create to deliver a YES?

Make Friends First What You Can Do Offer Options Be Creative





QUESTION Man! I'm in a real jam! Do you sell nylons?

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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QUESTION Do you have an all-inclusive package?

WORK SMARTER What can we create to deliver a YES?

Make Friends First What You Can Do Offer Options Be Creative





QUESTION

Can I get an early check-in? (You were sold out last night & it's 7 am.)

WORK SMARTER What can we create to deliver a YES?

Make Friends First What You Can Do Offer Options Be Creative



What can we create to deliver a YES?





QUESTION Isn't there a concierge floor?

WORK SMARTER What can we create to deliver a YES?

- **Make Friends First** What You Can Do
- Offer Options
- Be Creative



QUESTION

I'm an elite member, isn't a bottled water included?

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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SCENARIO CARDS



QUESTION

Can I get an omelet? (free breakfast buffet - no omelets)

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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QUESTION

Is there a place in the hotel the soccer team can practice their drills?

WORK SMARTER What can we create to deliver a YES?

Make Friends First	
What You Can Do	
Offer Options	
Be Creative	









QUESTION

(Guest approaching a room being cleaned) Oh, this is my room, can I get my laptop ?

WORK SMARTER What can we create to deliver a YES?

Make Friends First What You Can Do Offer Options Be Creative

QUESTION

Can you keep my bill going until I checkout in 30 days?

WORK SMARTER What can we create to deliver a YES?

- Make Friends First
- What You Can Do
- Offer Options
- Be Creative





Can I leave a deposit and then pay at the end of my stay?

WORK SMARTER

What can we create to deliver a YES?

- Make Friends First
- What You Can Do
- **Offer Options**
- Be Creative
-





QUESTION

Meeting guest asks, "Can I keep the room until 7 pm, we're running long" (Room is booked starting at 5pm)

WORK SMARTER What can we create to deliver a YES?

Make Friends First What You Can Do Offer Options Be Creative

YES! SCENARIO CARDS



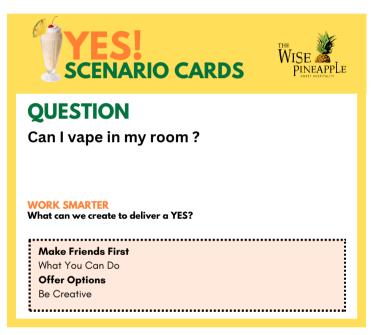
QUESTION

Is there a workout room? (Your hotel does not have one.)

WORK SMARTER What can we create to deliver

What can we create to deliver a YES?

- Make Friends First
- What You Can Do
- Offer Options
- Be Creative







QUESTION

Can I get room service? (Hotel does not have RS.)

WORK SMARTER What can we create to deliver a YES?

Make Friends First What You Can Do Offer Options Be Creative





QUESTION

Can I order some food? (It's midnight and the outlets are closed.)

WORK SMARTER What can we create to deliver a YES?

Make Friends First
Make menas rirsi
What You Can Do
Offer Options
Be Creative

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





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	



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





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	

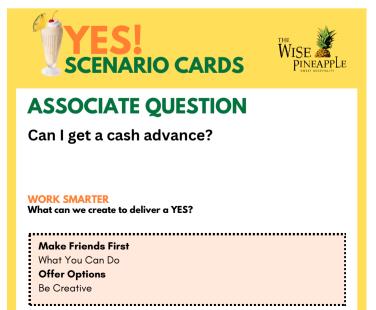




ASSOCIATE QUESTION

Will you cover my shift for me?

WORK SI	MARTER		
What can	we create	to deliver	a YES?







ASSOCIATE QUESTION

Can I date our guest Mr. Smith?

WORK SMARTER What can we create to deliver a YES?

- _____
- **Make Friends First** What You Can Do
- Offer Options
- Be Creative





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



THE WISE PINEAPPLE

ASSOCIATE QUESTION

I don't get along with (co-worker), can you not schedule us together?

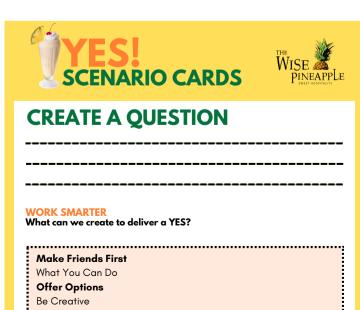
WORK SMARTER

What can we create to deliver a YES?

- Make Friends First
- What You Can Do
- Offer Options
- Be Creative

WORK SMARTER Work can we create to deliver a YES?

Make Friends First What You Can Do Offer Options Be Creative



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