



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.

QUESTION

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

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

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

QUESTION

Can I cash a check here?

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 accept pets?

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 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



YES! SCENARIO CARDS



QUESTION

Do you have an airport shuttle?

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

Don't you have lobby coffee?

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?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



QUESTION

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



YES! SCENARIO CARDS



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



YES! SCENARIO CARDS



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



YES! SCENARIO CARDS



QUESTION

Can I get a smoking room?

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 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



YES! SCENARIO CARDS



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



YES! SCENARIO CARDS



QUESTION

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



YES! SCENARIO CARDS



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



YES! SCENARIO CARDS



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



YES! SCENARIO CARDS



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



YES! SCENARIO CARDS



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



YES! SCENARIO CARDS



QUESTION

Isn't parking free?

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

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



YES! SCENARIO CARDS



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



YES! SCENARIO CARDS



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



YES! SCENARIO CARDS



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



YES! SCENARIO CARDS



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



YES! SCENARIO CARDS



QUESTION

Don't you have a bellman?

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

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



YES! SCENARIO CARDS



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



YES! 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



YES! SCENARIO CARDS



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



YES! SCENARIO CARDS



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



YES! SCENARIO CARDS



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



YES! SCENARIO CARDS



QUESTION

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



YES! SCENARIO CARDS



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 a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



QUESTION

Can I vape in my room ?

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 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



YES! SCENARIO CARDS



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

What You Can Do

Offer Options

Be Creative

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 SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative

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 guest 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



YES! SCENARIO CARDS



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



YES! SCENARIO CARDS



CREATE A QUESTION

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



CREATE A QUESTION

WORK SMARTER

What can we create to deliver a YES?

Make Friends First

What You Can Do

Offer Options

Be Creative



YES! SCENARIO CARDS



CREATE A QUESTION

WORK SMARTER

What can we create to deliver a YES?

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