

# DAILY HUDDLE

Be Confident - Be Empowered - Lead from the Heart

## Sweet Results

Small daily improvements are the key to staggering long-term RESULTS!

### INFORMATION

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

### RECOGNITION

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

### COACHING

#### TODAY'S FOCUS: GOING THE EXTRA DEGREE!

**Host:** To prepare, read through the material, print the sample questions, and go the Extra Degree with a fun snack or surprise for your team!

(Say) Today, I'd like to tell you about the 212-Degree philosophy by Sam Parker.

(Ask) What is water at 211 degrees? (HOT water) What does water do at 212 degrees? (Boil) What happens when water boils? (creates steam) What can power a locomotive? (Steam)

(Say) By raising the temperature of water by one extra degree, you go from having hot water to having enough energy to power a locomotive! WOW!

(Ask) Can you imagine what you could do for your family, your career, and yourself if you gave your efforts one little extra degree?

(Say) It's a beautiful and uncomplicated metaphor that ideally should feed our every effort!

(Say) Here are a few examples: Did you know that if you pay one little extra mortgage payment a month, you go from having a 30-year mortgage to a 22-year mortgage - you will take off eight years!

Reading 20 pages per day is equivalent to reading 30 books in a year! If you run one mile a day, you will have run 365 miles in a year!

(Ask) What would the Extra Degree look like for these situations: (Use the One Degree scenarios to discuss.)

#### Today's Key Messages:

It's the small little extras that lead you to the big long-term goals! Whether professional or personal goals, **Be Empowered** to always show up to bring the fire and go the EXTRA DEGREE! WHOOP!

### GOALS

New Hires - Anniversaries - Birthdays - Shout Outs!

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## 212 – ONE DEGREE SCENARIOS

What would going the Extra Degree look like for these situations:

- Checking in or serving an Elite Member
- Finding out it's your co-worker's birthday
- Cleaning a room
- Delivering something to a guest room
- Serving food or working breakfast
- Finding out a guest is celebrating
- Driving past a new construction site on the way to work
- Seeing that the door in the lobby bathroom isn't closing all the way
- Walking in the front entrance and seeing cigarette butts
- Finding out a sports group is checking in today
- Going to the pool and seeing all the pool toys out and the pool is empty
- Wanting to get healthier
- Wanting to eat better
- Engineer going up to fix something broken in a guest's room
- Finding out a guest was planning on going to an outdoor attraction, and it's raining outside
- Checking in a guest with a company name you've never heard of before
- Checking in a guest who is not a rewards member
- A guest who uses mobile check-in or mobile key
- A guest who reaches out to you for a late checkout on mobile chat
- Running out to get a coffee on your break
- Coming home after a long day at work
- Driving to work
- Seeing your kids before or after you leave/come home from work
- Thinking about someone you haven't seen in a while

**Host:** You could also take pictures of opportunities to go the extra degree, show the image to the group, and then ask, "What could we have done to go the extra degree in this situation?" Another idea is to take real GSS comments and ask, "How could we have gone the extra degree to get a perfect 10?" Another idea is to show the video: <https://youtu.be/uRDNLTMaZqo> or Google 212 Degree Video