

# DAILY HUDDLE

Be Confident - Be Empowered - **Lead from the Heart**

Sweet Results

How you **VIEW** it is  
how you **DO** it!

## INFORMATION

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

## RECOGNITION

New Hires - Anniversaries - Birthdays - Shout Outs!

## COACHING

### TODAY'S FOCUS: L.O.V.E. Your Guests - Day 1

*(Host to prepare for today's Huddle, read through the activity, and have a treat for each attendee.)*

(Say) Do we always like our guests? (No)

(Say) We might not always like them, but we need to **LOVE** them! If you love your guests, they'll feel that energy, and it will return to you.

(Ask) So, how are you showing up every day? Are you showing up ready for a fight or to love and serve our guests—because we really want to? **Leading from the Heart!**

(Ask) Does it matter if you're in front or back of the house? (NO) If you love your guests, will you make that bed better? Wash dishes more carefully, or make a reservation with accuracy and heart?

(Say) Sometimes, we have guests that we really don't like, but what can we **LOVE** about them? (Their business gives us a job, puts food on the table, gives us great stories to tell!)

(Say) Find something you **LOVE** about your guests, and they will love you back.

(Say) All week long, we will focus on loving our guests with the acronym **L.O.V.E.** to help us love our guests in every interaction!

(Say) Today, I'd like to show you a little **LOVE** with these treats! Let's go around the Huddle and pick someone to share something you **LOVE** about that person!

(Say) Today's goal is to do something Sweet for a guest and another team member. What are some ideas that we could do? Tomorrow, report back and share what you did—**#leadfromtheheart.**

## GOALS

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