



DAILY HUDDLE

Be Confident – Be Empowered – Lead from the Heart



#Problemresolution
#Guestexperience
#Empowerment
#Listening

Golden COACHING

TODAY'S FOCUS: YES IS THE ANSWER

Host: To prepare, read through the material, select a simple prize for a winner, and print the sample questions and pineapple cutouts (appx. 15 pineapples).

Say: Today, we will focus on being confident - always standing tall and responding positively!

Ask: What does confidence look like? (Get answers from the group.)

Say: Basically, everything you just said can be summed up in the three Ps.

- Positive: Make Friends First (Build a Relationship).
- Posture: Stand Tall, Smile, Eye Contact, Smile, Posture.
- Proficient: Be Knowledgeable (about your hotel and position - be the best at what you do!).

Say: When we GET to say YES, this is exactly what we look like. We can stand tall, smile, and be confident! What do we look like when we have to say NO? (Hunched over, weak voice, no eye contact - not confident.)

Say: Let's dive into confidence with the big ideas in the book. **YES IS THE ANSWER!** It's not enough to be told "**Yes Is the Answer**", we need to learn HOW to say YES!

Ask: Do you like to be told NO? (Me neither, nor do our guests!)

Ask: Is it always easy to say "Yes?" (No! Especially when you're on the spot.)

Say: There are four steps to always say YES!

- 1) Make Friends First; 2) Tell Them What You Can Do; 3) Offer Options; 4) Be Creative

Say: Let's try this out and have some fun! I will offer some of the hard "No" questions that guests will ask. How can we creatively find that "YES" answer one step at a time? (Each time someone replies, give them a pineapple printout on page 2. The person with the most pineapples at the end will win a prize. Sample questions/answers are on page 3.)

Say: The key is to always begin by **Making Friends First** and not letting the anxiety of a confrontation get the better of you. Positive, Posture, Proficiency!

Ask: Should guests be the only ones we focus on saying YES to? (No!) Who else? (For each other, family, friends, vendors, etc., saying YES is about building relationships.)

Today's Key Message: · There is always a "Yes" answer; we need to Be Creative to find it. · Responding positively to our guests and each other builds confidence and creates loyalty!

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Fresh INFORMATION

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

Sweet RECOGNITION

New Hires - Anniversaries - Birthdays - Shoutouts!

Juicy GOALS

Daily Goal - Guest Service Goal - Follow-up

Wise QUOTE

I'm not here to be 'Good-nuff.' I'm here to be AWESOME!
-Yes Is the Answer



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Sample “No” questions to practice “Yes” answers. Brainstorm your hotel’s tough “No” questions and be creative to find the “Yes” answer!

- **Do you have a shuttle to the airport?**

Thank you for asking! (MFF) We offer a negotiated rate with ABC company, and I would be happy to make that reservation for you. (Can Do) Does that work for you? (Options–Magic Phrase)

- **Can I get an omelet?**

Thank you for joining us for breakfast! (MFF) We have a Morning Scramble. How about adding some spinach, tomato, and cheese? (Can Do) Will that work for you? (Options–MP)

- **Where is your complimentary coffee?**

Good morning! (MFF) We have complimentary coffee in all of our guest rooms, and we sell Starbucks coffee 24 hrs. a day in our Bistro. Let me treat you to your first cup! (Can Do) What would you like to start your morning off with? (Options-MP)

- **Can I get a late checkout?**

Absolutely! Thanks for asking! (MMF) We offer a complimentary 1 p.m. late checkout, or we can extend your checkout until 4 p.m. for only \$49. Which would you prefer? (Can Do/Option)

- **Can I get a smoking room?**

Thank you for letting me know your request! I want you to have an awesome stay! (MFF) How about we place your room on the first floor so it is close to the smoking area? (Can Do) Will that work for you?” (Options-MP)

Push the group! What if the guest says, “No, I’m on vacation, and I need a smoking room?” The response could be “Absolutely! We will just place the \$250 cleaning fee on your room. Will that work for you?” (Options-MP) (We never said it would be free; just that it would be a positive response.)

- **I’m platinum. Don’t I get breakfast included?**

Thank you for your loyalty! (MFF) Your Platinum benefits include.....; however, I can place breakfast in your room for you. (Can Do) Steer clear of negative words like but and unfortunately; replace them with, however.

- **I’m Diamond. Can I get an upgrade?**

Congratulations on your Diamond Elite status! (MFF) I have a beautiful room with a king bed overlooking our lake. You will love it! (Can Do)

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- **Can I get all weekends off?**

Thank you for coming to talk to me. You are a valued member of our team. (MFF) What I can do is review your request and ensure you're off on the most important weekend for you right now. Then, I would encourage you to work with your team to see if you can come up with a fair weekend solution for everyone. (Can Do) How does that work for you? (Options-MP)

- **Do you have room service?**

Thank you for asking! (MFF) Absolutely! We can package anything to go and deliver to your room for a \$2 delivery fee, or our Market is open 24 hours a day to grab and go. (Can Do) Would one of these options work for you? (Options-MP)

- **Do you have free dinner in your evening social?**

We hope you join us! (MFF) Tonight we have It is going to be so much fun! (Can Do) For some awesome local cuisine, I recommend..... (Options-MP)

- **Do you have microwaves in your room? (Holding baby)**

Oh, your baby is so sweet! (MFF) Do you need to heat up a bottle? I can have a microwave sent right up for you, and while that's being done, I can heat up your bottle for you here. (Can Do) Or we offer a microwave 24 hours a day here in our Market. Let me treat you to a complimentary microwave popcorn, too! (Options)

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