

DAILY HUDDLE

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

QUOTE OF THE DAY:

“People won’t remember what you said or did, but they will remember how you made them feel!” – Carl Bruner & Maya Angelou

INFORMATION

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

RECOGNITION

New Hires – Anniversaries – Birthdays - Shout Outs!

COACHING

TODAY'S FOCUS: CONNECTING WITH OUR GUESTS AND EACH OTHER

(Presenter: To prepare, read through the material. Find your TWP Connection Cards and have some small prizes or fun bucks available.)

Say: Today, we will focus on **Leading from the Heart!** A connection is an energy that is CREATED between people when they FEEL seen, heard, and valued. Today, we will practice making personal connections with our guests and each other. This investment of our time will result in high returns in our team culture, Arrival, Elite, and Staff Service scores, which will, in turn, drive our ITR or NPS scores. Bonus: it just feels good to make others feel good!

Ask: Can anyone tell me the difference between a transaction and an interaction and an example? What are the key differences between the two?

- A transaction is the act of completing a task. It has little or no relationship or personalization.
- An interaction is an opportunity to connect personally, and it is the beginning of a relationship.

Some Examples: Transaction: Taking an order, answering a phone call. **Connection:** A conversation with a guest discussing favorable menu options, asking how the person is doing today on a call, giving someone a compliment.

Say: Connection is all about **Leading from the Heart!** Guest expect clean, they expect friendly; however, it’s the connection that will take you from eight to GREAT!

Say: Let’s give it a try...

(Presenter, you can pair up or do this activity as a group.) One person shows TWP Connection Card to their partner or the presenter to the group, and participants can describe ways to make a connection by looking at the guest. (Presenter, hand out candy or small prizes for those who guess. Or have fun bucks, and at the end, whoever has the most fun bucks gets a prize.)

Today’s Key Message: Service is all about making someone feel seen, heard, and valued. It’s also important to remember that we are each other’s guest. Make it a priority to connect with each other by paying attention and lead from the heart. Read today’s quote.

GOALS

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