

# DAILY HUDDLE

Be Confident – Be Empowered – Lead from the Heart

## Sweet Results

### TEAM:

Together.  
Everyone.  
Achieves.  
More!

We all win by  
staying safe and  
healthy!

## INFORMATION

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

## RECOGNITION

New Hires – Anniversaries – Birthdays - Shout Outs!

## COACHING

### TODAY'S FOCUS:

(To prepare for today's Huddle, a remote control, Bring hand sanitizer, colored microfiber cloths, and your disinfectant cleaner! Print the picture below to show the team.)

**Today's Focus:** Keeping ourselves, our team, and our guests healthy!

**Ask:** What do you think is the item with the most germs lingering in a guest room? (Get answers; the housekeepers will probably know the answer, The Remote!)

**Say:** YES! The Remote! Along with the light switches and the doorknobs, they are the areas that are mostly forgotten. Many might think it's the toilets; however, they are probably one of the cleanest items in our rooms because we have standards around how we clean them, and it's obvious if it was cleaned or not.

**WIIFM:** What will happen if we get sick? (We will feel terrible, unable to work or take the kids to school or after-school activities, and we might get our families sick.)

**Say:** How can we keep ourselves, our teammates, and our guests healthy during this flu season or anytime? Some answers might be:

-Cleaning the remotes, doorknobs, and light switches with our disinfectant cleaner (the yellow)

-Washing our hands with soap and hot water for 30 seconds. (show picture attached)

-Using gloves.

-Ensuring we use the color-coded microfiber cloths not to cross-contaminate.

-Not sticking your hands into a garbage can. (ask why—because there could be needles or bodily fluid.)

-Rather than shake hands, fist bump, or virtual high fives. Not touching your face. Show the difference that time and soap make when washing hands. (Handout)

**Say:** If we knew a guest staying in a room was sick with the flu or virus, what should we do before cleaning or renting this room? (Use your [RestorAir Advanced Oxidation Cell \(AOC\) Technology](#). It is effective in eliminating airborne and surface contaminants, including Norovirus.)

**Say:** With just a little extra focus and attention, we can all contribute to staying healthy and HAPPY! Then we all Win!

## GOALS

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

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Washing our hands with soap and hot water for 30 seconds. Image Below

