

DAILY HUDDLE

Be Confident - Be Empowered - Lead from the Heart

Sweet Results:

Part of being the Guide is seeing the Hero in everyone.

INFORMATION

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

RECOGNITION

New Hires - Anniversaries - Birthdays - Shout Outs!

COACHING: THE HERO'S JOURNEY

Host: To prepare for today's Huddle, print the Guide questions below. Be prepared with an answer to these and other questions about your hotel and the local area. Have tools such as your loyalty benefits at a glance, hours of operations, and emergency SOP)

Say: Who is your favorite cinematic Hero? (Get answers from the group)

Ask: Did you know that every story from the beginning of time is made up of three characters, the Hero, the Guide, and the Villain? They call this the Hero's Journey. The Hero is called to do something greater, yet they stumble. Usually, this is where the Villain comes in. They don't know how to beat the Villain until they meet a Guide who has been in their shoes before, and that Guide helps them become who they are meant to be and save the day.

Say: Let's look at the Heroes you mentioned. (Pick a Hero they mentioned and share the Villain and the Guide in the story. For example: Hunger Games: Katness, Haymitch, and President Snow, Karate Kid: Daniell, Johnny, and Mr. Myagi, Starwars: Luke Skywalker, Yoda, Darth Vader.)

Say: Here in our hotel story, the Hero is our guest! They have been called to a journey, and we are their Guide to help them reach their goals and destiny.

Ask: What does a Guide need to help the Hero on their journey? (Standing tall with confidence, being empowered to make decisions, knowledgeable, experience, a great attitude, belief in the Hero.)

Say: Let's take some questions or scenarios our Heroes might have. (Use the questions below to discuss how to be the world's best Guide!

Ask: In our hotel story, who might our Villains be? (Bad attitudes, overbooked rooms, canceled or delayed flights, bad weather, car accidents, etc.)

Say: After reviewing these questions, can I do anything to help you be our Hero's YODA or Guide?

Today's key messages:

- Every interaction matters!
- **You are the most essential character in the story! The guide has the experience, knowledge, and power to help our Heroes reach their destinies!**

GOALS

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

Part of being the Guide is seeing the Hero in everyone.

COACHING: BECOMING THE WORLD'S GREATEST HERO'S GUIDE

- 1. What time is breakfast available?** What else could we know about breakfast to be the Guide? (The best time to come down, what is served, who is working, dietary/allergy information, where else they can get breakfast, and take-out options.)
- 2. What are my xxxx status benefits?** What else could we know about our loyalty program to be the Guide? (Next level's benefits, how many points they have, their preferences logged, promotions, how many nights they have to achieve the following status, how to redeem their points, how to book the reservation.)
- 3. Where is a good place to eat around here?** As the Guide, what other information can you share? (Local attractions that are not chain restaurants, having a list ready to go with addresses or QR codes for GPS, a great place for dessert too, sharing your favorite meal, directions to get there, if you need reservations, making the reservations.)
- 4. A/C isn't working.** As the Guide, what else can you do? (Getting the guest comfortable in a new room, inviting the guest to a complimentary beverage or appetizer while you service the room, knowing how to fix it, asking if there is anything else you can do, and leaving your card incase they need any additional help.)
- 5. Could we get our room cleaned before we leave for our wedding?** What else can you do as the Guide? (Find out the times they are leaving, ask if they need anything else, leave a sweet surprise, see if you can schedule cleaning for the rest of their trip, share information about the DND sign when they do not wish to be disturbed, seeing if they need anything for after the wedding.)
- 6. Guest is looking to book a room for tonight, but we're sold out. What else can you do to help our Hero?** (Let them know who has rooms available, make the call for them, give them directions, put them on a waitlist, and get their cell number)
- 7. Guest is ready for their morning workout, but the fitness center just had a pipe burst.** How can you guide our Hero? (Have a list of local gyms, have free passes, know local options like a great hike, walking path, or where to get a bike, know how many steps they'll get in if they climb our stairs 4 times, let them know when the expected reopening of our gym will be.)
- 8. Fire alarm goes off at 3 am. How can you guide our Heroes?** (Know the procedures of how to evacuate and where our meeting spot is, have blankets and pillows ready to bring to the lobby for those who evacuate their rooms, have flashlights, know the emergency numbers, have a letter prepared to go to slip under all the doors afterward, alert the management team so they will be in early to support the morning shift, offer complimentary coffee for the morning.)
- 9. A family is leaving for Disney, and it's POURING outside!** How can you guide our Heroes? (Check the weather to see when it will clear up, find indoor activities they can do, have games, crafts, or activities available at the hotel, set up a game station in the meeting room, call to make reservations for them, and know the local attractions and how to get there.)
- 10. What other ways can you be the Guide for our Heroes?**