

Daily Meeting Worksheet:

INFORM | IMPROVE | INSPIRE

Date 3/1/2019



Welcome

Birthdays, Anniversaries, New Team Members:

Marta's 3 year anniversary is today.

Share a reason to be excited today and invite the team to share as well:

The local sports team won another game last night!



Daily Service Reminder

Select a Service Reminder Card from MGS:

Resolve Problems: What does it mean to empathize? Give examples of empathy statements.



Daily Ops & Service Scores

Staffing Level

Short one engineer

Today's Occupancy

95%

Departures/Arrivals

15/10

In-House VIPs

The Smith Wedding party

Elite Arrivals

Mr. Tom Smith - Platinum Elite

Due to necessary maintenance, the pool will be closed all day today.

	Score	Goal		Score	Goal
Intent to Rec	<u>67.8</u>	<u>70.0</u>	Staff Service	<u>75.2</u>	<u>77.2</u>



Recognition

Highlight at least one of the following: Positive GSS comments, sales leads or service improvements, any stories of going above and beyond for guests.

Maria Jones was complimented in GSS comments as being super friendly when a guest arrived Monday night after being bumped from a nearby, competing hotel. Congratulations!



Close & Next Steps

Reinforce the key message from the Daily Service Reminder. Thank the team for participating.

Today we will have to practice our empathy statements as we explain to guests that the pool is out of order. Thank you so much for your participation and have a great day!