

Be Our Guest



How can we make a great first impression?



Warm and
Inviting

Authentic

Communication



After Hours
Check In

24/7 Support

In the Know



Opportunities to
Delight



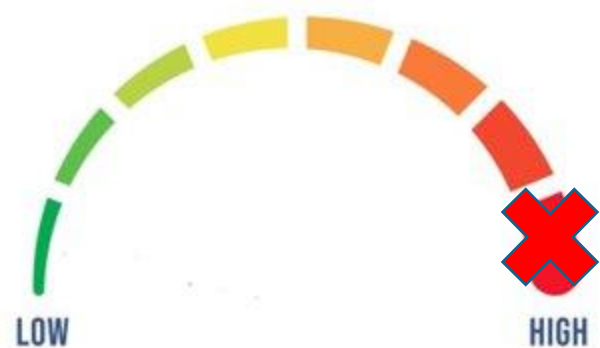
Build Trust & Make it Right

How responsible are we?	How much did it/will it impact the guest's experience?	How can we help?
<p>Directly responsible, such as accidentally moving a guest to a different site type.</p> <p>Indirectly responsible, such as shutting down the pool for maintenance.</p> <p>Not at all responsible, such as rain on a day the guest planned to go to the beach</p>	<p>Is it a small bump in the road that they're likely to forget with the next adventure?</p> <p>Or is it a fork in the road that will redefine their entire experience at your resort?</p>	<p>What does the guest need to turn this moment around for them? Is that something we can provide?</p> <p>Team members can't change the weather, but we can suggest a different activity for the guest to enjoy.</p>

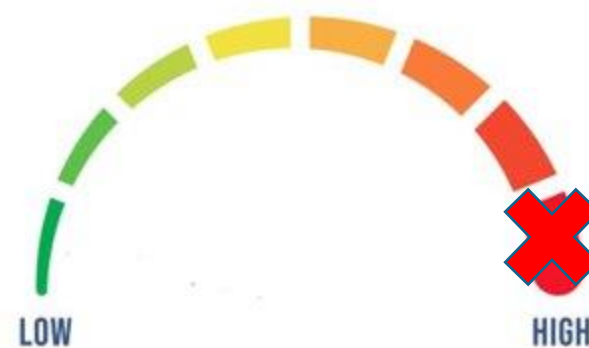
You are a guest services coordinator. A large family arrives for a weekend stay, but when you check them in, you realize that the vacation rental they have reserved and locked has already been given to another guest. You have another unit available, but, unlike the original, this unit has a microwave instead of a full kitchen. The guests are very disappointed to learn this: they have a cooler full of food and lots of big cooking plans. What should you say and do to get them back to their sunnier side?



How responsible are we?



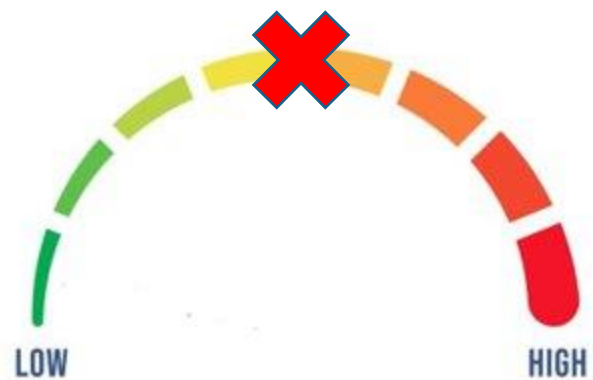
How much of an impact could our action make?



You are a pool attendant. A family of four with two young children arrives at the pool only to discover the waterslide has just been closed for brief repairs. The youngest child burst into tears—he has been looking forward to enjoying the waterslide all day. What should you say and do to help these guests get back to their sunny side?



How responsible are we?



How much of an impact could our action make?



The couple that checked in yesterday arrives at the front desk grumbling about the week of anticipated rainy weather. How can we Make It Right?



How responsible are we?



How much of an impact could our action make?





Coconut Cove

Guide to Make It Right Items and Services

Date: 8/1/22

Small

Problem: Short-term pool closure, short site delay, cancelled activity, etc.

Item	Retail Value
Ice cream cone	\$2.75
Drink	\$3.50 to \$12
Miniature golf	\$6

Medium

Problem: Pool closed for the whole stay, lengthy site delay, dinner order lost, etc.

Item	Retail Value
Entrée	\$9.50 to \$17.25
Hoodie	\$30.79
Propane container	\$24.79
Standard golf cart for 1 day	\$70
Pool cabana for 1 day	\$100

Large

Problem: Failure to provide locked site, major service failure derails stay, etc.

Item	Retail Value
Standard golf cart for 3 days	\$210
Dinner for family of 6	~\$150 (cannot exceed \$250)
Free Night's Stay	N/A

For Internal Use Only

Can we make it right?



A guest arrives and is not happy with their site. It is too far from the pool. They do not have a golf cart and the walk is too far for them. How can we accommodate them?

A much-anticipated activity has been cancelled due to vendor illness. A small group of guests is gathering at your clubhouse.
What is your approach?

A guest is irate about the noise coming from another site during non-quiet hours-they came for peace and quiet, not to listen to their neighbor's music- what can you do?

You need to issue a violation to a resident or guest to clean up their site? What is your approach?

The weather ruined my plans. I never should have come now we can't do anything! What can you offer?

The pool is filled with families enjoying a beautiful day. A child poops in the pool and it needs to be closed for maintenance. There are at least 40 people—how can we make this right for everyone?

A group reservation made months ago has been modified by the team. One reservation in the group is now separated on the opposite side of the resort. There is no way to change the site. The family reunion is ruined!
How can we compensate?

A resident calls with a question about their electric bill. This month's the bill has nearly doubled! They are questioning the accuracy of the meter read.
What do you do?

A group of residents is upset that several cars have been seen speeding through the property. What steps can you take to address their concerns?

Mr. Jones just received his rent increase letter. He is upset. He wants to know why the increase is so large and wants to know what he gets in return for this increase! What do you tell him?