



PHFA
Powerful Performance
Michelle Snow, Career Coach

Trust Me



EXPECTATIONS!



Today's Objectives



1. To **Acknowledge and Celebrate** the Service of Team Members.
2. Gain **Feedback** from Team Members for Opportunities to Continue to Deliver World-Class Service.
3. Review **Solutions** for Implementation of “Service You Will Remember”.
4. Finally...**Be Empowered!**

Opportunities for Engagement

PARTICIPATE

- o Ask Questions
- o Share Your Expertise
- o Limit Distractions
- o Celebrate & Have Fun
- o See Your Value
- o Open Dialogue

FRESH THOUGHTS

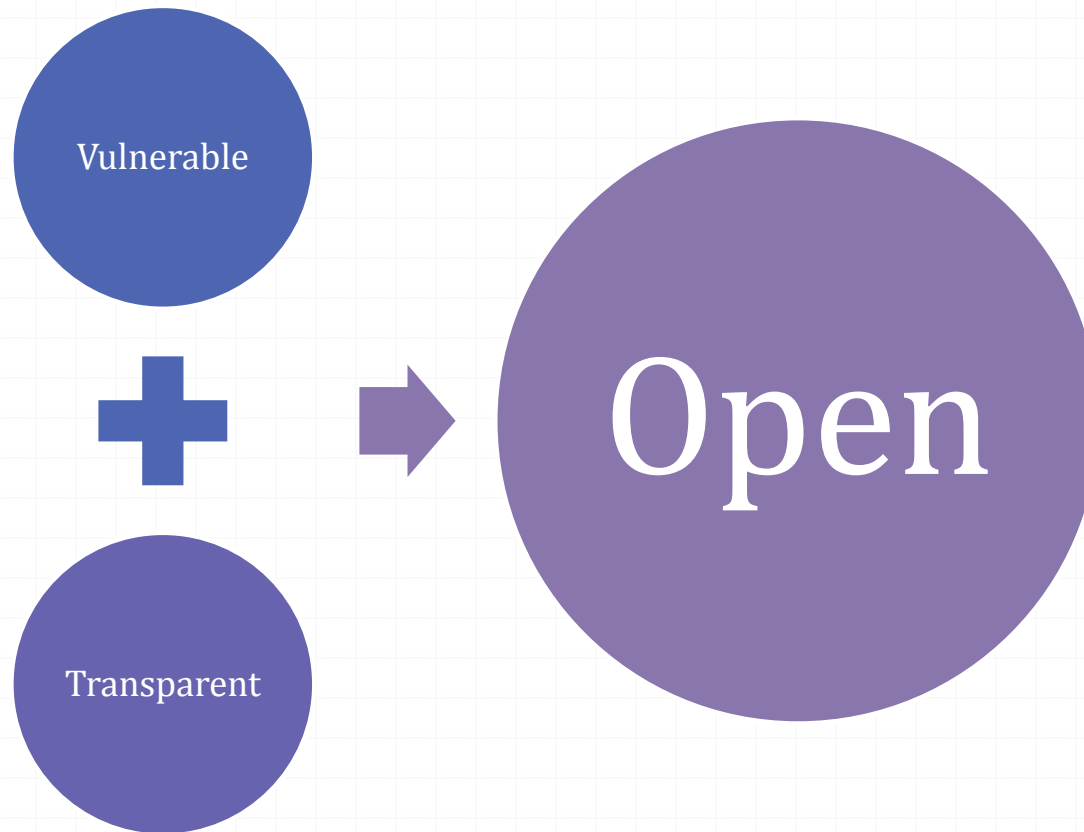


What To Avoid...

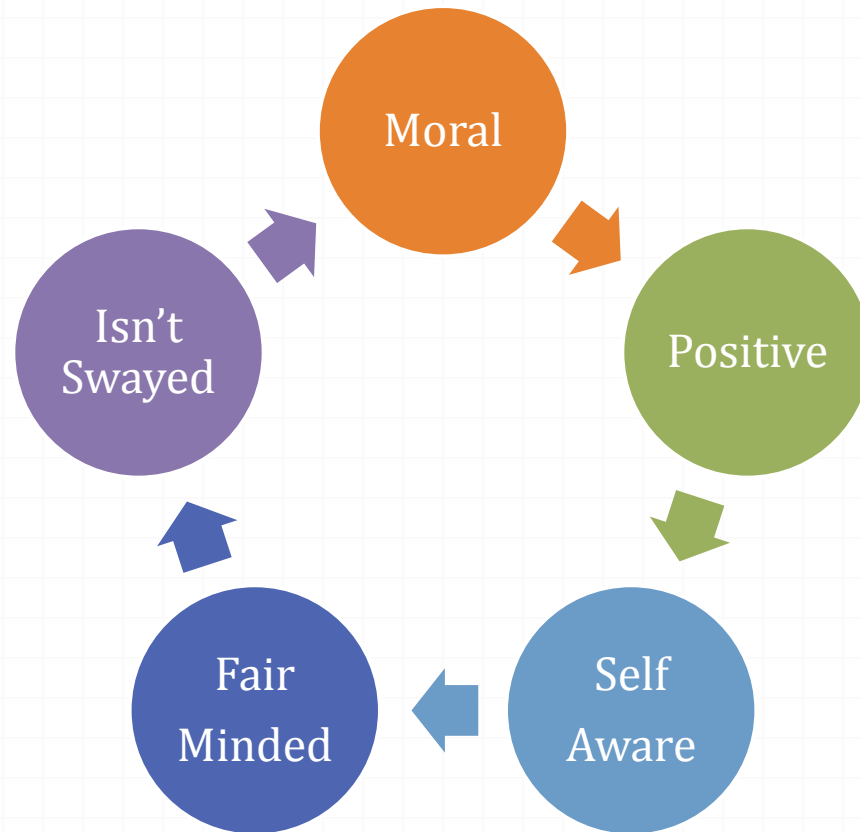


Expectations

Authentic



5 Key Points



Team Activity: Marshmallow



What's My Value?

Increase Sales With..

Behavioral Selling



Art of Negotiating

Why is Negotiating Necessary?



Proving Vs I'm-proving



DWECKS MINDSET RULES

FIXED

- #1 Look Talented at ALL Times & at ALL Costs
- #2 It Should Come Naturally
- #3 Hide Your Mistakes, Run from Difficulty

GROWTH

- #1 Learn wherever & whenever you can
- #2 Work Hard, Effort is Key
- #3 Learn from Mistakes & Persevere



Secrets Revealed...



BODY LANGUAGE



<http://www.youtube.com/watch?v=czFBARHgp68>

Communication Purpose



Communication Types?



Sentimental

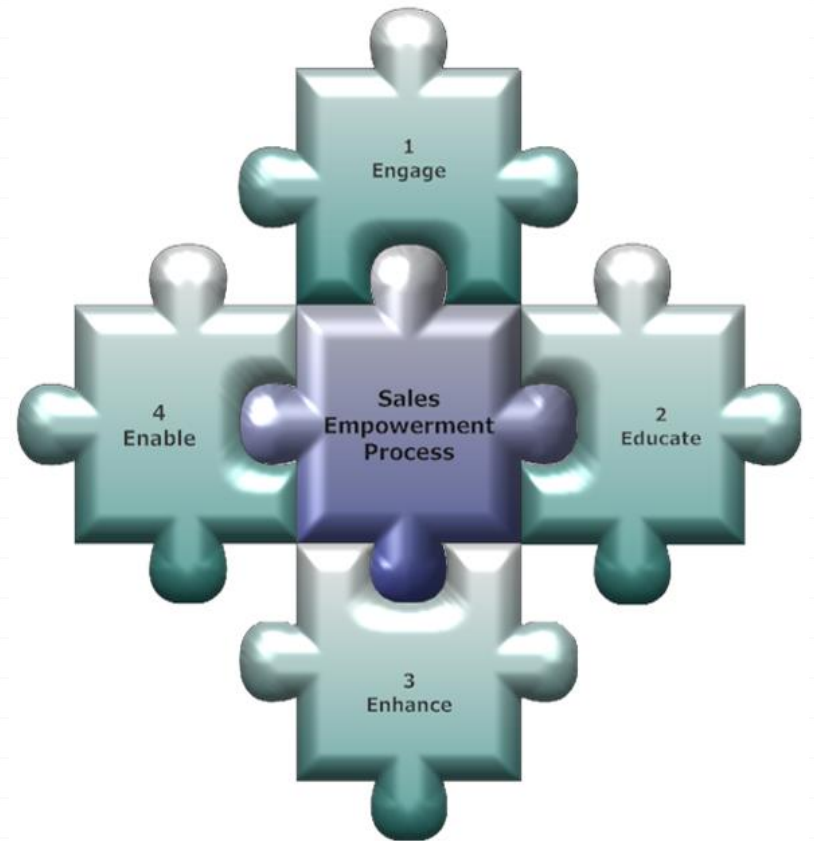
Statistics

Collaborative

(COMBINATION)

BE Empowered!

- o Standing on a History of
Extraordinary
- o Guests Return Because of You
- o Service is a Performance
- o Use the Secrets
- o Remember Your Value
- o And...



A motivational poster with a sunset background. The text is in white, bold, sans-serif font. The words are arranged in five lines: 'IT'S A', 'GREAT DAY', 'TO', 'START', 'SOMETHING', and 'BIG'. The word 'START' is the largest and most prominent. The background shows a bright sun setting over a horizon, with the sky transitioning from orange to dark brown.

IT'S A
GREAT DAY
TO **START**
SOMETHING
BIG

Feedback Please!

