

B	I	N	G	O
Smile/Eyes-10 ft	5 Drivers	E-Empathize	No cell phones	H E A R T
Associate Empowerment	Safety	Hotel discounts	5/10 Rule	Name badge
Revenue Growth	T-Thank guest	FREE	A-Apologize	Gift cards
Greet/Engage-5 ft	R-Resolve	Guest Service	Free/Reduced Parking	H-Hear
Free Meal	Asset Maintenance	Monthly luncheon	Take Meal break	Cost Controls

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T-Thank guest	5/10 Rule	No cell phones	Associate Empowerment	Hotel discounts
E-Empathize	Take Meal break	H E A R T	Asset Maintenance	Name badge
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Free/Reduced Parking	Monthly luncheon	Smile/Eyes-10 ft	Cost Controls	R-Resolve
Guest Service	H-Hear	Revenue Growth	Safety	Free Meal

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Asset Maintenance	Monthly luncheon	5/10 Rule	H-Hear	A-Apologize
Smile/Eyes-10 ft	Greet/Engage-5 ft	Guest Service	Safety	H E A R T
Revenue Growth	Cost Controls	FREE	R-Resolve	Free/Reduced Parking
T-Thank guest	Name badge	No cell phones	Take Meal break	E-Empathize
Gift cards	5 Drivers	Hotel discounts	Associate Empowerment	Free Meal