

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

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