

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

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