

Lineup card for hotels

Fifteen minutes. Five on the day, ten on one topic. Run it from this card so the meeting keeps its shape whoever leads it.

RUNNING ORDER

1. Arrivals, departures, VIPs, anything broken (five minutes)
2. Today's topic: one question to the room, one story from the floor
3. One thing to try on the shift that starts in ten minutes

THIS MONTH'S TOPICS (ONE PER DAY, IN ROTATION)

1. What did a manager do yesterday that showed the standard without a word?
2. What small faults did we walk past this week, and who saw us do it?
3. Where does a guest first meet our standard, and what do they see in ten seconds?
4. Name a colleague who fixed something that was not their job.
5. What do you do differently when a trainee is watching? Should you?
6. One thing we learned about a guest yesterday and what we did with it.
7. Which returning guest arrives this week, and what do we actually know about them?
8. The guest history is a snapshot. How do we check it before we act on it?
9. What did a guest not ask for that we could offer anyway?
10. Who on the team noticed something no one else did?
11. When did a guest last tell us they felt looked after, and what had happened?
12. Which phrases do we use that sound like a hotel rather than a person?
13. A moment this week when a colleague chose kindness over procedure.
14. What can we do today that no app could do for this guest?
15. How does the guest know we are glad they came?
16. What went wrong yesterday, who fixed it, and how long did it take?
17. Which failures could the first person to hear about them have fixed alone?
18. A complaint we handled well, and one we did not.
19. What would it take to compensate without being asked?
20. Which cause of complaint have we now seen twice?
21. Who joined in the last month, and who are they going to with questions?
22. What did someone on this team teach you this week?
23. A decision one of us made without permission that turned out right.
24. What is the kindest thing a manager ever did for you on shift?
25. Who deserves to be named in front of this room today, and for what?
26. What does good enough look like at your station, and when did we settle for it?
27. One thing at the threshold of your section that you catch before it reaches the guest.
28. Which part of our service could a competitor copy, and which part could they not?
29. What do guests remember from a stay here, in their own words?
30. If you ran this lineup tomorrow, what would you want the room to talk about?

TODAY

Date	Topic number	Led by	The example from the floor	What we will try today