

iHospitality Heroes Core Loop

Card-Driven Game:

1. A cooperative game where IHOP managers work together to build a tall stack of pancake cards while applying soft skills and IHospitality principles.
 2. **Facilitator Reveals Scenario:**
 - a. The facilitator shuffles the deck and flips over the top card.
 - b. They read if it's an individual, team, or group scenario (shown by the 1, 2, or person icon on the card).
 - i. **Individual (1):** Everyone answers on their own.
 - ii. **Team (2):** Two people work together to come up with the best answer.
 - iii. **Group (3+):** A group works together to solve the scenario.
 3. The facilitator checks if there are any challenges:
 - a. **Time Limit:** If there's a stopwatch icon, players only have 30 seconds to solve the problem.
 - b. **Flip-it!!:** A flip it icon means players have to think like the customer, not the manager.
 - c. **Spotlight:** Some cards pick a **Spotlight Player** (shown by a golden pancake icon). This person leads the group's solution or defends it to the others.
 4. *Each card shows a real-world IHOP scenario, like a customer problem or a team issue, and includes a iHospitality principle (e.g., "Serving More Smiles" or "Pancaking Together").*
 5. **Players Respond with Solutions:**
 - a. Each person or group gives their best answer that uses the iHospitality principle shown on the card.
 6. **Facilitator or Group Picks the Best Solution:**
 - a. The facilitator or group talks about the answers and picks the one that matches the iHospitality principle the best.
 7. **Award the Scenario Card:**
 - a. The player or group with the winning answer keeps the card.
 8. **Repeat:**
 - a. Keep playing until someone wins the game!
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Win Conditions

1. **Win Condition 1: Collect Three Scenario Cards**
 - The game ends when a player or team collects three scenario cards, no matter which iHospitality principles they have.
 - **Good for:** Quick and easy sessions.
2. **Win Condition 2: Collect Scenario Cards with Different iHospitality Principles**

- The game ends when a player or team collects cards with one of each iHospitality principle.
 - **Good for:** Adding more strategy and focusing on different principles.
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Rules Overview

Setup:

- Shuffle the scenario cards, which include both a scenario and an iHospitality principle.
- The facilitator quickly explains the iHospitality principles and how they show up on the cards.

Gameplay:

- The facilitator shows the top card and reads the scenario.
- Players take turns or work at the same time to come up with answers that use the iHospitality principle shown.
- The facilitator or group picks the best solution, and the winning player keeps the card as their point.

Ending the Game:

- The game ends when a player or team reaches the win condition (collecting three cards or one of each iHospitality principle).

Win Conditions:

1. **Win Condition 1: Collect Three Scenario Cards:**
 - The game ends when a player or team collects **three scenario cards**, regardless of which iHospitality principles are on them.
 - **Pros:** Quick and simple, especially for short sessions.
 2. **Win Condition 2: Collect Scenario Cards with Different iHospitality Principles:**
 - The game ends when a player or team collects **scenario cards featuring one of each iHospitality principles**.
 - **Pros:** Adds strategic depth, encourages players to focus on different iHospitality principles for a more well-rounded gameplay experience.
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iHospitality Heroes (Card Game)

1. Promise to Players

- **Promise:** "iHospitality Heroes" immerses you in a fast-paced, collaborative game where you and your teammates tackle real-world management scenarios. As you work together to embody the principles of iHospitality, you'll sharpen your communication, leadership, and decision-making skills.

2. Theme and Subject

- **Theme:** Cooperative restaurant management, centered around the iHospitality principles.
- **Subject:** Players collaboratively manage scenarios involving customers, colleagues, and staff, while incorporating the elements of iHospitality: Joyful Attitude, Sparkling Restaurants, Griddle Mastery, Serving More Joy, Pancaking Together, and Beyond Our Blue Roof.

3. Style of Game

- **Style:** Card-driven cooperative game with a focus on strategic problem-solving and embodying iHospitality values.

4. Win Condition

- **Win Condition:** The game is won when the team successfully earns a card representing each key element of iHospitality. This means resolving scenarios in a way that reflects each principle:
 - **Sunny Side Up Spirit**
 - **Sparkling Restaurants**
 - **Griddle Mastery**
 - **Going The Extra Smile**
 - **Serving More Joy To More People**
 - **Pancaking Together**
 - **Beyond Our Blue Roof**

5. Proposed Mechanical Representation

- **Mechanic:**
 - **Scenario Cards:** Players draw scenario cards dealing with customers, colleagues, and staff.
 - **Skill Cards:** Players use skill cards to collaboratively resolve the scenarios in a way that aligns with one of the iHospitality elements.

- **iHospitality Cards:** Successfully resolving a scenario with the right skill cards earns the team an iHospitality card. The goal is to collect all iHospitality cards (one for each principle) to win.

6. Ideal Player Count

- **Ideal Player Count:** 3-6 players.

7. Ideal Length of Play

- **Ideal Length of Play:** Less than 10 minutes.

8. What Experience Are You Making for Your Players?

- **Experience:** A brief yet impactful experience that reinforces the importance of iHospitality principles in daily management. Players learn to apply these principles in real-world scenarios, enhancing teamwork and problem-solving skills.
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Game 2: iHospitality Heroes (Card-Driven Game)

1. Promise to Players

- **Promise:** "IHOP Hospitality Heroes: Wordplay Edition" challenges you to collaboratively or competitively solve management scenarios by discussing and presenting solutions that reflect iHospitality principles. This game enhances your ability to communicate effectively and think critically under pressure.

2. Theme and Subject

- **Theme:** Cooperative or competitive problem-solving with a focus on communication and iHospitality principles.
- **Subject:** Players are presented with scenarios involving customers, colleagues, and staff. They must respond by proposing solutions that embody the key elements of iHospitality: Joyful Attitude, Sparkling Restaurants, Griddle Mastery, Serving More Joy, Pancaking Together, and Beyond Our Blue Roof.

3. Style of Game

- **Style:** Word-driven cooperative or competitive card game focusing on discussion and collaborative problem-solving.

4. Win Condition

- **Win Condition:**
 - **Cooperative Format:** The group wins when they collectively earn a card representing each of the iHospitality principles.
 - **Sunny Side Up Spirit**
 - **Sparkling Restaurants**
 - **Griddle Mastery**
 - **Going The Extra Smile**
 - **Serving More Joy To More People**
 - **Pancaking Together**
 - **Beyond Our Blue Roof**
 - **Competitive Format:** The game is won by the first player to earn one card from each iHospitality principle, by having their solutions selected as the best.

5. Proposed Mechanical Representation

- **Mechanic:**
 - **Scenario Cards:** Each round, players draw a scenario card related to customers, colleagues, or staff.
 - **Response Round:** In the cooperative format, players discuss and agree on a solution that aligns with one iHospitality principle. In the competitive format, each player presents their solution, and the group votes on the best one.
 - **iHospitality Cards:** The winning solution earns the corresponding iHospitality card. The first player or team to collect a card from each principle wins.

6. Ideal Player Count

- **Ideal Player Count:** 3-6 players.

7. Ideal Length of Play

- **Ideal Length of Play:** Less than 10 minutes.

8. What Experience Are You Making for Your Players?

- **Experience:** A dynamic and interactive experience that emphasizes the application of iHospitality principles through discussion and decision-making. Players practice articulating and defending their ideas, improving their communication and leadership abilities in a supportive environment.

How to Play:

1. Setup:

Shuffle the deck and place it face down.

Whoever has been working at IHOP the longest goes first.

2. Turns:

- Draw 1 card on your turn.
- Read the card out loud, then place it face up on the table.
- Group up if required by the card (1, 2, or 3 people).
- Check the card type (Spotlight, Flip-it, Time Limit).
- Come up with your best answer for the scenario.
- Everyone votes on who had the best response; that player or group keeps the card.

3. Winning:

- Short Game: First to collect 3 cards or 1 of each type wins!
 - Long Game: First to 1 of each iHospitality wins!
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Card Types:

- **Spotlight:** Only you get to answer this scenario, take the lead!
 - **Flip-it:** Reverse roles (e.g., server and guest).
 - **Time Limit:** Complete within 30 seconds.
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Tips for Success:

Use teamwork, stay engaged, and apply iHospitality skills to complete each scenario.