



iHospitality Heroes



Cheer Check



A team member is struggling during a busy shift, how can you use **effective communication** to boost their morale and help the team shine?



spotlight



**Sunny Side
Up Spirit**



Down Day



A regular customer is having a bad day. Use your emotional intelligence to cheer them up before they leave.



**Going The
Extra Smile**



Stack Pack



The FOH is overwhelmed, and everyone is stressed. How do you encourage team building to help everyone pancake together?



30 seconds

Pancaking
Together



Regular Redo



A regular customer dislikes their usual order today. What's your plan to solve this without disrupting their experience?



spotlight

**Refire The Recipe
For Joy**