



# **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