



The Ultimate Guide to Morning Meetings



What Makes A Great Morning?

HSS has been in hospitality staffing for nearly 20 years. In that time we have sat in thousands of housekeeping morning meetings in all types of properties. We have even run a few. Over the years, we've seen housekeeping managers employ winning techniques to rev up their staff, go over rules and policies, and get their team ready for a great day.

We've boiled it all down here into one handy guide that we hope will make your morning routine even better. Here are some of the basics:

- ➔ Energy
- ➔ Motivation
- ➔ Rules
- ➔ Reminders
- ➔ Goals
- ➔ Consistency



Structure the Meeting

It's important that meetings follow structure. If you don't start with some kind of road map, you'll never get to where you're going when you need to get there. It's the same thing with a meeting. You have a short period of time to cover a lot of information. Having structure doesn't mean that you need to repeat the same things day after day, but it does mean that everyone can predict what will come next and can follow along.

Here is a basic structure you should follow:



Use the checklist on the next page to help keep you on task for the meeting.

	Greetings & Welcome	New people on team: Management observing: Others:	
	Personal Well Wishes	Birthdays: Births:	Anniversaries: Others:
	Wake Up Activity	Exercise: Songs:	Stretches: Jokes:
	News		
	Weekly Theme	Weekly theme:	Daily focus:
	Reminders	1. 3. 5.	2. 4.
	Goals	New goals: Goal updates:	Existing goals:
	Shout outs		
	Questions	Notes:	
	Ending Message		

Nail the Greeting



We say good morning so often that it's easy to let this one become a routine. Don't let that happen because you're setting a tone for the entire day. Have a plan for a greeting so that you're confident, motivating and...well...welcoming!

The Basics: Smile and say "Good Morning!"

- It's easy to forget some Mondays but.....smiling sets the tone.
- And who doesn't like a good morning.

Welcome Newcomers & Those Returning

- Name new people in the room, say hello and welcome them to the team.
- If you have team members that have been away for illness or other personal reasons, welcome them back.
- And don't forget to speak about anyone else in the room, letting everyone know why they're at the meeting.

Get Them Active

- It's an old trick, but asking questions gets a response.
- The old "How are we doing? I can't hear you!" routine really does work.
- Have fun and come up with your own activities.

Personal Well Wishes

- Birthdays, anniversaries, the birth of a child...these are all reasons to celebrate.
- Take a chance up front to congratulate a member of the teams on a special day in their life.
- Even illness or a death in the family is a chance for the team to come together and make the workplace more human.

Activity

Getting people moving in the morning is a great way to set the tone for the day. Even a simple set of stretches will do the trick. Why not mix it up with a song? Or a hand clap? Or a rousing round of Happy Birthday?

Sample Exercises & Stretches



Arm Stretch



Leg Stretch



Head Roll



Shoulder Stretch



Leg Pull

News



Letting your team know about changes to their routine, activities at the hotel, or any changes to policy should be covered in your news section.

Policy Changes

- Let your team know of any policies that are changing at your property that may impact their work. This could be changes in work hours or assignments or it could be more broad such as check out times.

Events

- Let your team know about events taking place that day, but give them advanced warning. Keep a list of events monthly, weekly and daily so that you are minimizing surprises.

VIPs

- Occasionally a hotel deals with a VIP. You should convey any special needs in a similar way you would approach special events coming up.



Reminders

Take the time to remind your team of policies on cleanliness. Base this first on any problems that you're seeing during inspections or walk-throughs.

You can base this also on any feedback from surveys or observations from other management at the hotel.

Keep It Positive

- Reminding your team about what you're looking for in quality doesn't mean being overly negative.
- That's why it's important to take this step consistently.

Mix It Up

- Reminders, if done consistently will address problems but will also head off potential problems.
- By reminding a team of what they're doing well, you're reinforcing that their work is appreciated and noticed.



Goals

You can set short and long term goals based on many things. Customer feedback and quality scores are the most obvious metrics, but not the only ones.

Short and Long Term Vision

- It's important to set short and long term goals for your team. For example, with quality scores incremental improvement can be celebrated but always with an eye on the larger goal.

Share Progress Consistently

- Looking at a goal on a daily basis can help everyone keep their eye on the ball. Reminding your team of the goal and showing progress or lack of progress can help everyone up their game.
- Just remember to set short term goals so you can see progress regularly.

Mix It Up

- Improving quality scores is always a go to for housekeeping staff. However, you can set other goals that may be more obtainable. Base something on your inspections such as a goal of zero errors in a certain category, zero safety violations, etc.

Award

- Small awards like breakfast, gift cards, or parties can help build team effort and make obtaining a goal that much more desirable.

Explain Why

- There should always be solid reasons for a team to achieve a goal.
- Set out why achieving a goal will be good for everyone.

Shout It Out



Calling out someone for positive reasons is important and goes a long way to building team spirit and motivating a team to do well; but it almost never happens. Take advantage of where others fall short and shout out great performance.

Be Sincere

- Sounds obvious; but be genuine about your praise for someone.

Spread It Around

- Make sure that you're making the rounds with your praise. You don't have to give it where it's not warranted but beware of playing favorites.

Encourage Others to Congratulate

- A round of applause can make someone feel like a rock star. So drum up the applause and get others involved.

Base It Around Goals

- Why not call out someone for a great job that's helping the team get to a goal.



Questions

Saving questions for the end does two things:

1. You ensure you'll get through all the important topics of your meeting.
2. You avoid being bogged down in length topics

But taking questions needs to be addressed in a broader way. You want feedback and discussion, but you also need for a morning meeting to be a Launchpad into the day – not a debate or brainstorming session.

Take Questions Offline

- Head off a problem by suggesting that a question is better addressed one on one after the meeting.

Come Back with Answers

- Don't provide answers off the cuff if you don't know the answer. Note the question and come back the next day with an answer.

Create Special Topic Questions

- For more in depth topics or new items where you know that clarification will be necessary, create a longer period of time for questions.

Start Well End Well



Wrap up your meeting in a couple of different ways. This could be simple or something more involved. It doesn't matter what you choose to do – just that you do it with enthusiasm.

Catch Phrase

- Come up with something on your own. Make your own signature and be consistent.

Important Reminders

- If there are important events or VIPs, take time to remind your team at the end of the meeting.

Recaps

- Any important points about safety, cleaning procedures, or reminders of what you'll be looking for during inspections should be recapped again at the end of the meeting.

Quotes

- Why not add a quote? It could be from someone famous or it might be something your Grandmother said. Just make it inspirational!

Summary

The morning meeting is an important routine. Like any routine, it can become stale and even boring. Following a framework every day ensures that you are engaged with your team, answering their questions, and using this time effectively.

About HSS

Hospitality Staffing Solutions (HSS) recognized the need for a compliant, reliable, and cost-effective back of house workforce. HSS grew to be the standard setting HR Staffing and Services provider of choice to a demanding and changing industry. Throughout our history, we've been a growth-driven company. Our strategy has always been to build long-term relationships with hotels, resorts and casinos by exceeding our clients' expectations. Our commitment to hospitality staffing has earned the trust and respect of the finest hotel brands in the business.

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