

3 Steps of Service Skill Drill: Party Ready!

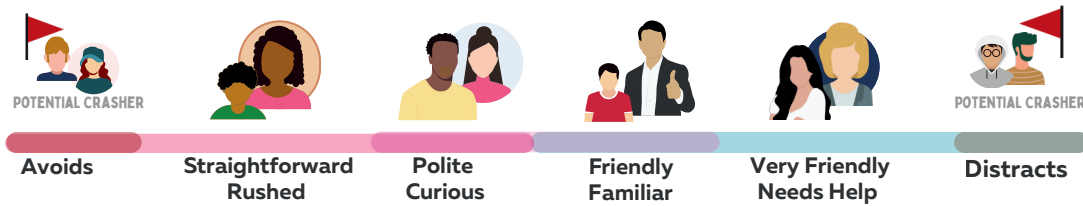
All-in-1



Connect

Roles and Scenario:

- MOD or trainer will act out different guest behaviors with varying needs.
- MOD, repeat but change guest behavior each time for TM to practice adapting their approach.



Team Member (TM) Challenge:

Use natural conversation and body language to:

- Connect by noticing something about the guest.
- Detect by staying curious and asking follow-up questions.
- Recommend by offering solutions based on what the guest said.

3 Steps of Service: Party Ready Coaching Card



Coaching Objective

Help the Team Member practice the 3 Steps of Service and pivot based on guest type. Use the questions below to guide observation and feedback.

Coaching Challenge

Observe & Ask:

- **Connect**
 - Did the TM read the room before approaching?
 - What did they see that helped them open the conversation naturally?
- **Detect**
 - Did they ask open-ended questions and build from the guest's answers?
 - Did they notice clues and adjust how they responded?
- **Recommend**
 - Did suggestions match the guest's need or vibe?
 - Did the team member explain why the item was a good fit?
 - Were multiple options offered?
 - Was the energy and tone inviting and positive language used?

Continue: Validate their 3 Step Service Ability

Continue is about giving feedback, getting commitment to improve, and setting a time to check back in.

- ✓ **Ready: Nailed it.** They did it right and can own it on their own next time.
- || **Refine: Almost there.** Show or give a quick tip to tweak or adjust how they do it.
- ↻ **Retry: Needs a reset.** Model the skill again and have them practice it right away.

