



# BINGO



|                                                                 |                                                                   |                                                     |                                                                  |                                                          |
|-----------------------------------------------------------------|-------------------------------------------------------------------|-----------------------------------------------------|------------------------------------------------------------------|----------------------------------------------------------|
| Delight: Compliments a guests selected product                  | Welcome: earned a 5 Star for See, Hear, Feel                      | LOD observed an excellent "Welcome to Rally House!" | Detect: Discovered an Endless Aisle solution for a guest         | Recommend: earned a 5 star on "What You Love"            |
| Full Body Hello completed to perfection!                        | Delighted the guest with a gift bag and gift card                 | Paused task to Connect                              | LOD observed a genuine compliment during Connect                 | LOD heard "I noticed" being said to the guest for Detect |
| LOD observed energetic Connect with a guest                     | Earned two 5-Star reviews                                         | <br>Completed Party Course                          | Recommend: completed Scavenger Hunt                              | Party Host earns 5 Stars with 7 sec snap shot            |
| Detect: Guest was asked discovery question around fun or family | Earned 5 Stars for Endless Aisles knowhow                         |                                                     | Learned the guest needed a gift and suggested a gift bag as well | Connected and made a guest laugh                         |
| Recommend: LOD observed TM offer solutions to a guest           | Detect: Actively listened and repeated back what the guest shared | Used yealink to call for back-up                    | Earned a 5-Star review                                           | Delight: earned a 5-Star for Fan Farewell                |



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|                                                                 |                                                                   |                                                     |                                                                  |                                                          |
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# Party Deck Card

Name \_\_\_\_\_

**LODs:** Add **your initials** in each box to **confirm** the team member has **completed** the **LMS Skill Drill or Party Deck activity** and is **Party Ready**. Cards must remain in aprons for DM/RD review.

| LMS Skill Drills                                                                                               |          |          | Party Deck |      |      |      |      |
|----------------------------------------------------------------------------------------------------------------|----------|----------|------------|------|------|------|------|
| Party Zones                                                                                                    | LMS SD 1 | LMS SD 2 | SK 1       | SK 2 | SK 3 | SK 4 | SK 5 |
|  <b>WELCOME</b><br>(KICK-OFF) |          |          |            |      |      |      |      |
|  <b>DELIGHT</b><br>(SEND-OFF) |          |          |            |      |      |      |      |
| <b>3 Steps of Service</b>                                                                                      | LMS SD 1 | All-in-1 | SK 1       | SK 2 | SK 3 | SK 4 |      |
|  <b>CONNECT</b>               |          |          |            |      |      |      |      |
|  <b>DETECT</b>                |          |          |            |      |      |      |      |
|  <b>RECOMMEND</b>            |          |          |            |      |      |      |      |



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