

LODGING & DYNAMICS
Hospitality Group

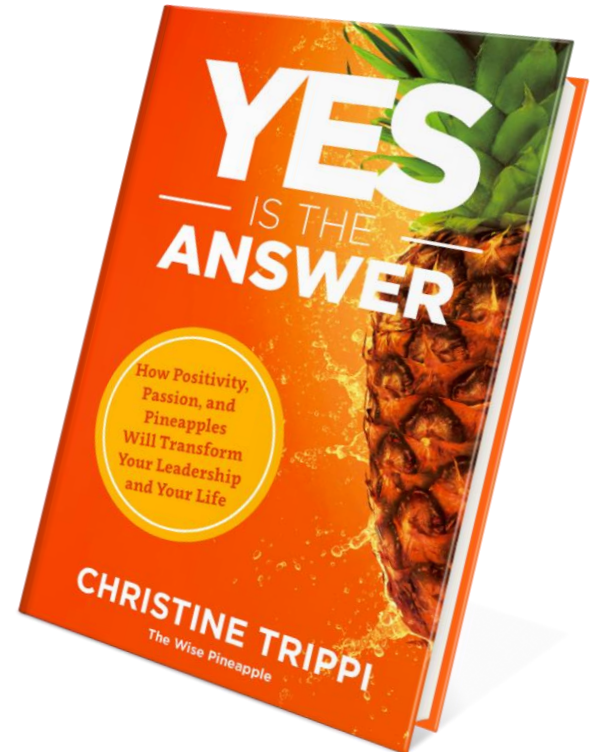
THE
WISE 
PINEAPPLE

RISE
UP

Make Room For Fun



Selfie Challenge: [#thewisepineapple](#)



Stand Tall



BE CONFIDENT

Wear a Crown



BE EMPOWERED

Be Sweet



LEAD WITH HEART

Sweet **RESULTS!**



- RISE UP TO OVERCOME CHANGE
- BE CONFIDENT
- BE EMPOWERED
- LEAD FROM THE HEART



FIVE KEYS TO SWEET RESULTS

- 1. VISION – DESIRED FUTURE STATE**
- 2. STRATEGY**
- 3. PLAN**
- 4. MEASURE**
- 5. CORRECT, ADAPT AND FIX**

Success



Make Room For Fun



A

Zoom meeting,
audio only



Zoom meeting
with video



B

**At least we aren't
"eat tofu" scared yet!**



C

Travel plans in 2020 be like :



Be a
WISE PINEAPPLE



Stand Tall

BE CONFIDENT



MANAGING CHANGE



- EXPLAIN WHY
- PART OF THE PROCESS
- WIIFM





THE
WISE
PINEAPPLE



Stand Tall

BE CONFIDENT



THE
WISE
PINEAPPLE

Stand Tall

BE CONFIDENT



**HOW CAN WE HELP
GUESTS FEEL
CONFIDENT TO
STAY AGAIN?**

Stand Tall

BE CONFIDENT

WEBSITE



Our Top Priority — Our Guests: [COVID-19 update and extended cancellation policy](#)



Marriott.com / Marriott Hotels & Resorts / Chicago / Hotel

English

Help

My Trips

Sign In or Join

MARRIOTT
BONVOY



Chicago Marriott Downtown Magnificent Mile

540 North Michigan Avenue, (Driveway)
4.2 2787 Reviews

Overview

Photos

Rooms

Dining

Fit

Dates

1 NIGHT

Rooms & Rates



Tue, May 5



Wed, May 6



1 Room

Our Commitment to Cleanliness:

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and associates. On a daily basis, our hotels around the world are working to ensure that they meet the latest guidance on hygiene and cleaning. Our hotels' health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures. Specific steps Marriott is taking include:

Associate Health, Safety and Knowledge: Hotel associates – and their own health, safety and knowledge – are essential to an effective cleaning program. Here are some ways we're supporting them:

- **Hand Hygiene:** Proper and frequent handwashing is vital to help combat the spread of viruses. In our daily meetings, our teams are reminded that cleanliness starts with this simple act. It's important for their health and that of our guests.
- **Ongoing Training:** In addition to training on housekeeping and hygiene protocols, hotel associates are also completing enhanced COVID-19 awareness training.
- **Real Time Information:** Marriott's Corporate and regional teams are on standby 24/7 to support the hotels and coordinate with local and regional authorities.

Cleaning Products and Protocols: Our hotels use cleaning products and protocols which are effective against viruses, including:

- **Guest Rooms:** Hotels use cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.
- **Public Spaces:** Hotels have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, elevators and elevator buttons, door handles, public bathrooms and even room keys.
- **Back of House:** In the spaces where associates work "behind the scenes" hotels are increasing the frequency of cleaning and focusing on

Stand Tall

BE CONFIDENT

SOCIAL MEDIA



Lodging Dynamics Hospi...
791 followers
1d • 🌐

EPIC NEWS! **Jamie Caraher, MHA** has been appointed chief operating officer of Lodging Dynamics Hosp ...see more



Our amazing team at the Doubletree Pittsburgh Downtown put together some 'thank you' bags of the famous DoubleTree cookies and delivered them to staff at UPMC. To the healthcare workers at UPMC and to all the healthcare workers on the front lines:
THANK YOU ❤️❤️

The Hampton Inn & Suites Destin FL Team took all the elastic out of old fitted sheets, and sent it to individuals that are making protective masks! We are all in this together!

**#StrongerTogether #Repurpose
#PeopleServingPeople
#McNeillHotelCompany**



Stand Tall

BE CONFIDENT

SOCIAL MEDIA



Stand Tall

BE CONFIDENT

SIGNAGE



Hygiene is the new luxury.

**NEW
CLEANING
PROCEDURES**

ANTHONY
MELCHIORRI

Make Room For Fun



This or That



BE CONFIDENT

TOUCH-POINTS

THE
WISE
PINEAPPLE



Wear a Crown BE EMPOWERED



10 High-Touch, Deep Clean Areas in the Guest Room

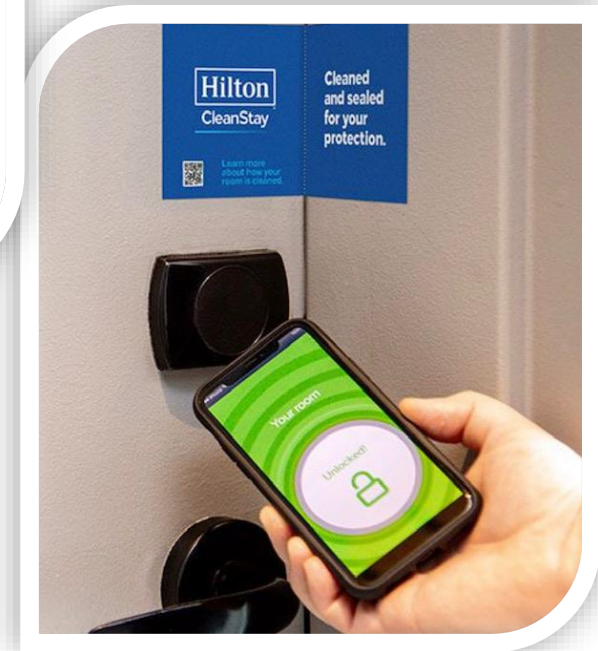
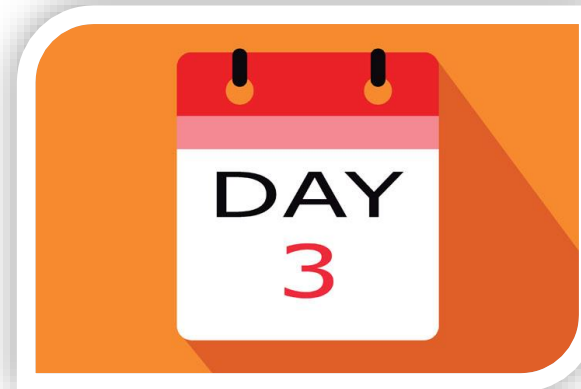


PART OF

Hilton
CleanStay

- 1 SWITCHES & ELECTRONIC CONTROLS**
Lights, lamps, switches and electronic controls.
- 2 HANDLES & KNOBS**
Doors, closets, drawers, furniture knobs and drapery pull handles.
- 3 MAJOR BATHROOM SURFACES**
Toilet handles and seats, splash walls, shower/tub controls and sink faucets.
- 4 CLIMATE CONTROL PANELS**
- 5 TELEPHONES, REMOTE CONTROLS AND CLOCKS**
Handsets, dial pads and function buttons.
- 6 BED & BEDDING**
All bed linens including duvet covers, pillowcases and sheets.
- 7 BATH AMENITIES**
Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.
- 8 HARD SURFACES**
Tables, desks and nightstands.
- 9 CLOSET GOODS**
Iron, safe handle and keypad.
- 10 IN-ROOM FOOD & BEVERAGE**
Cutlery, glassware, ice buckets, mini bars, kettle and coffeemaker.

THE
WISE
PINEAPPLE



NEW CLEANING PROCEDURES

NEW CLEANING PROCEDURES



Stand Tall

BE CONFIDENT

TOUCH-POINTS



<https://www.stepnpull.com/>

Stand Tall

BE CONFIDENT

ELEVATORS





?

RISE
UP

Make Room For Fun



Trivia:

What hotel company was the first to remove "No Vacancy" signs?



Be a
WISE PINEAPPLE



Wear a Crown

BE EMPOWERED



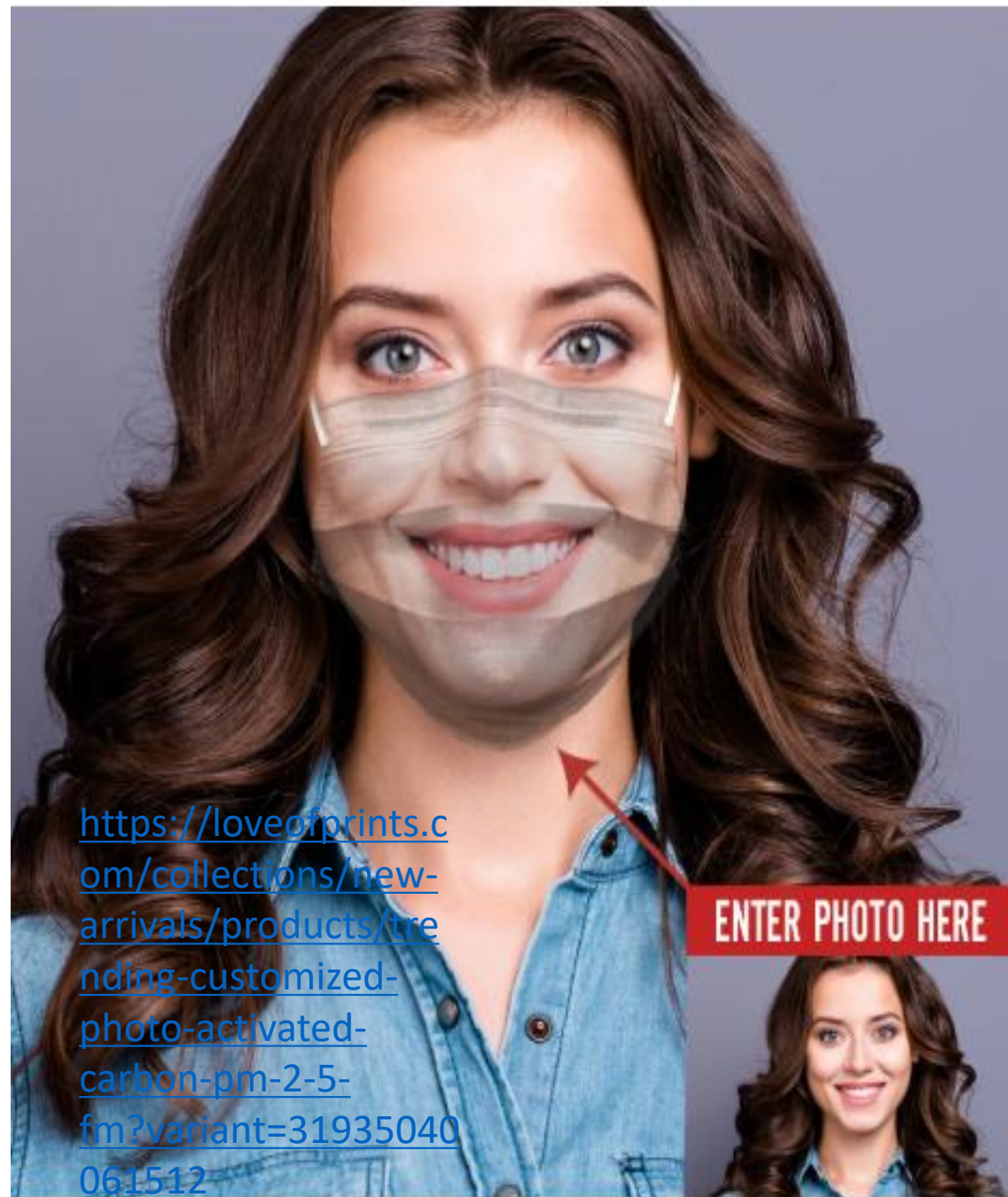


**KEEP
HOSPITALITY
IN
HOSPITALITY**



Wear a Crown
BE EMPOWERED





<https://loveofprints.com/collections/new-arrivals/products/trending-customized-photo-activated-carbon-pm-2-5-fm?variant=31935040061512>

Wear a Crown

BE EMPOWERED

**WELCOME TO
THE
COURTYARD,
MY NAME IS
MARY...**



Wear a Crown

BE EMPOWERED

BREAKFAST



SPRINGHILL SUITES[®]
MARRIOTT

Breakfast Package A

Yoghurt

Granola

Breakfast Package B

Breakfast Sandwich/Muffin

Breakfast Package C

Bagel

Cream Cheese/Butter/Jelly

Boiled eggs

Wear a Crown
BE EMPOWERED

FITNESS





?

RISE
UP

Make Room For Fun



What's the brand - Emoji Style!



Make Room For Fun



What's the brand - Emoji Style!



+



Be a
WISE PINEAPPLE



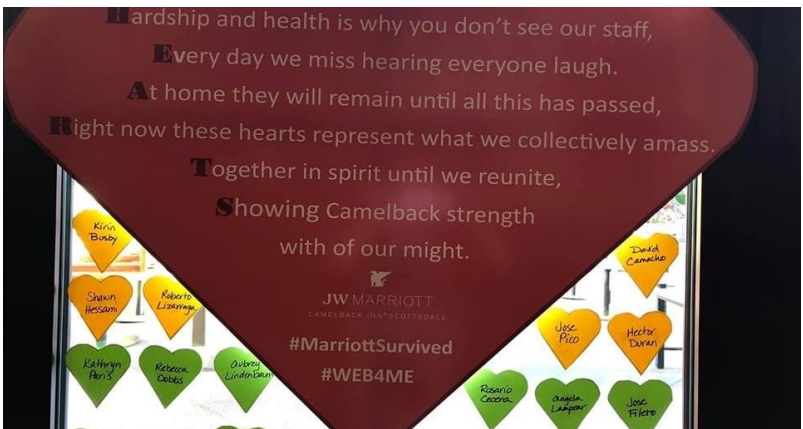
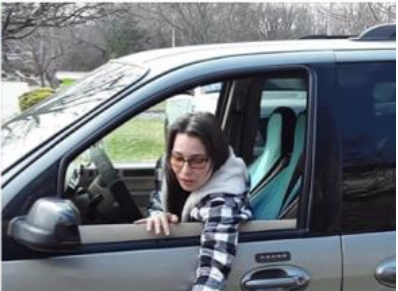
Be Sweet

LEAD FROM THE HEART





miss our team and are so thankful for them!



Stand Tall

BE CONFIDENT



BINGO

for Local Business

THE CHAMBER.

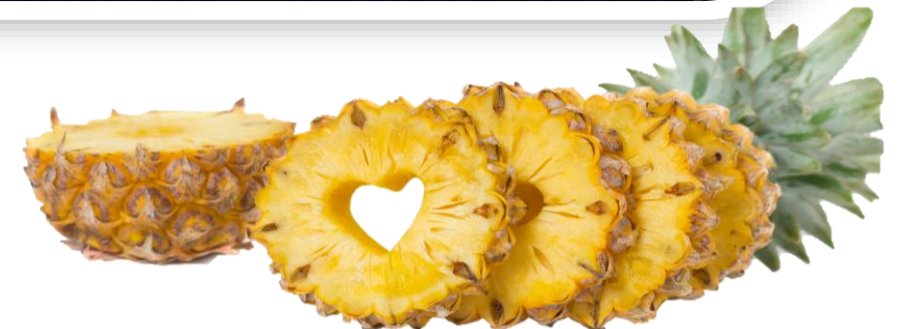
GREATER VICTORIA
CHAMBER OF COMMERCE

| | | | | |
|---------------------------------|------------------------------|-------------------------------|--------------------------------------|--------------------------------------|
| Write 3 Google reviews | Buy a giftcard | Thank a healthcare worker | Order take-out | Tag a business below |
| Buy local | Find a delivery service | Go for a walk | Share a positive business experience | Thank a grocery clerk |
| Reach out to local businesses | Tip BIG | Search our Business Directory | Order for delivery | Post about an item you had delivered |
| Order for pick-up | Donate to a local non-profit | Write 3 Facebook reviews | Order a local gift online | Write 3 YELP reviews |
| Subscribe to or renew a service | Engage with local media | Buy merch from a local bar | Sign-up for a webinar | Follow businesses on social media |

Let's show our local businesses that we are all in this together.

#YYJBiz
#SupportLocalYYJ

My GM called and checked on me. It felt good. Even asked about my children. My AGM checked in on me Sunday and does every week. 🥰🥰



'We are one day closer
to everything being
back to normal again'.
Thats a good thought
to wake up to every
morning ❤️



ATTITUDE AND EFFORT



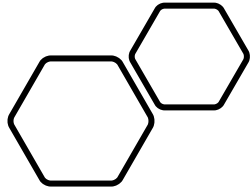
Energy **X**
Execution **=**
RESULTS!

Be Confident - Be Empowered - Lead From The Heart

Challenge

I WILL...





Challenge

<https://www.thewisepineapple.com/ld>





CONNECT WITH CHRISTINE:

www.thewisepineapple.com



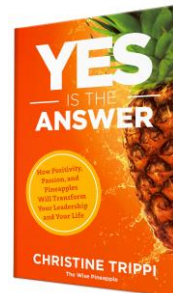
Christine Trippi



Christine Trippi, The
Wise Pineapple



the_wise_pineapple



Yes Is the Answer