



CO+OP Ministry
Conference™
Together We...Transform



Attracting & Building a High-Performing & Joyful Team

By Arlen Busenitz - Arlen@workwitharlen.com

Free Reports/Notes - Free 20 Minute Coaching Call

WorkwithArlen.com/texas24

Strategy #1: Be a high performer & lead in your circle of influence.

Strategy #2: Think of the bus.



Strategy #3: Know your team members and make them feel valued & appreciated.

My Big Takeaway / Action Step: _____

Free Report - Free 20 Minute Coaching Call - WorkwithArlen.com/texas24



Strategy #4: Create a win sheet for every team member / new hire.

- **Mission/vision statement of organization.** *Be the premier luxury vacation rental company in the Destin area and provide an exceptional experience for guests, owners, and teammates.*
- **Title - Reservation Specialist**
- **The ultimate mission of that role -** *Get the guest to book a house that will help them have an exceptional experience. Set expectations and start the relationship.*
- **Sign-off areas -** *Guests responded to promptly. Proper expectations are set. Heads up to guests. Etc.*
- **KPI's & SOP's** (Key Performance Indicators & standard operating processes). Highlights.
 - ASAP response time (1 hr max).
 - Inquiries from the night before cleared out by 8:30 AM
 - Keep the conversation going. Always have the last word.
 - Be conversational
 - Booking conversion rate (KPI)
 - Each guest responded to 3x (KPI)
 - See additional sheet
- **Daily/weekly/monthly win tasks or results**
 - Daily - Everyone responded by 5:00.
 - Weekly - Submit report
- 7 day / 30 day / 90 Day review
- **Direct Supervisor:** Josh
- Internal: Who will do the QC?
- Additional page for values, detailed SOP and growth ladder.

Strategy #5: Nurture & schedule your culture like a garden.

Strategy #6: Address performance issues quickly, fairly, firmly, lovingly, and consistently.

Is this a skill (training), knack (different seat), an expectation (communication), a resource (provide tools and resources), a process (SOP & If/then), or an attitude (address and if no change, quickly let go) issue?

- Oral reminder
- Written reminder
- Paid day off

My Big Takeaway / Action Step: _____

Free Report - Free 20 Minute Coaching Call - WorkwithArlen.com/texas24

