

# GUEST EXPERIENCE

## COFFEE TEAM

- Conversations should happen naturally when guests approach for coffee. Feel free to answer simple questions (service times, general information, bathrooms, etc.).
- Be socially aware and don't overwhelm guests. We want them to feel comfortable and at home.
- For more in-depth questions, take guests to Info Central. This will facilitate getting their contact information and answer any questions they may have.
- Our coffee team creates an outstanding environment by engaging with guests in the coffee area by passing out cups, greeting guests, etc.