

Spin the Bottle Service

Questions and Topics for Discussion

1. What does hospitality mean to you?
2. What do you think you do well in hospitality? Having read this book, how do you feel you can improve?
3. What did you Google while reading – destinations, food, concepts?
4. What was your favorite story? Why?
5. Think about little touches like “spinning the bottle” you’ve done for a guest or experienced yourself. What was it? What was the guest’s reaction, or how did it make you feel?
6. What are some ways you can recognize guests as individuals in your role?
7. What aspects of resolving problems for guests are you less familiar with? How can you review your organization’s process, or who could you call on to help you become more confident?
8. What is one way you’ve seen your leaders or other team members show genuine gratitude?
9. What is one thing your company has automated (recently or in the last five years) that you could add value to by including a personal touch?
10. Do you or any of your team members/coworkers have a potential “hidden skill set”? (e.g., languages, cultural understanding, service attitudes, and capabilities)
11. In addition to automation/digitalization, what do you think might be the most impactful changes, challenges, and developments we will see in hospitality in the coming years?