

# START WITH YES!

Approach service with a  
“Start with Yes” mindset.

## A GUEST VISITS THE LOBBY MARKET BEFORE 11 AM OR AFTER 4 PM TO ACCESS GROCERIES.

Start with Yes! Give the guest the bag/s they need and remind them of our hours.  
“You can absolutely have a bag since you’re here! A reminder that our normal hours are 11 AM - 4 PM. Have a great day!”



## A GUEST ARRIVES TO DROP OFF IN-KIND DONATIONS

Start with Yes! Instruct the donor to leave the donated items in the foyer and thank them for donating. Please find the Day Captain or an MT team member who will store the items and coordinate the receipt.

## A NEIGHBOR ASKS FOR MULTIPLE BAGS OF GROCERIES

Start with Yes! Ask the guest how many bags they need. If the number of bags requested is higher than 10, find the Day Captain who will work with the guest to schedule grocery bag pick up in the future.



## A NEIGHBOR NEEDS HELP CARRYING GROCERY BAGS TO THEIR CAR.

Start with Yes! We must make sure our guests feel seen and supported. If their car is in the front traffic circle, it is OK to assist the guest by offering to carry grocery bags or items to their vehicle.



**REMEMBER: EXPLORE SOLUTIONS INSTEAD OF SAYING “NO.”  
ASK YOUR DAY CAPTAIN BEFORE SAYING “I DON’T KNOW.”**