



Day 1 – **Deep Dive Learn & Do** 9am – 5:30pm

9:00am Start	10 min 20min	Faculty / sponsor Introductions Don't give a hoot game Ice breaker – GE understanding
9:30am	55 min	Customer/Guest Service foundation, Friction Points, Recovery and Safety Standards (Task Mastery) 5 min break
10:30am	50min	Base Culture Development 5 min break
11:25am	10 min	Base Culture developed (template)
11:35am	30 min	Setting / Ambiance
12:05pm	10 min	Customizable setting and ambiance analysis (template)
12:15pm	45 Min	Lunch @ Hotel
1:00pm	90min	Recruiting & Hiring for personality/audition 10min break
2:40pm	50 min	Developing an Experience Journey Path & Performance agreement
3:30pm	30 min	Experience Journey path & crafted (template)
4:00pm	45 Min	Head to Andretti's
4:45pm	15 Min	Andretti's Laser Tag Experience
5:00pm	90min	Play and Experience ANDRETTI'S
6:30pm	END	Head back to hotel or at own leisure

Day 2 – **Learn & Do** 9am – 5:00 pm

9:00am	5 Min	Warm up activity
9:05am	25 min	Discuss and review experience Journey
9:30am	30 min	Service recovery parameter development
10:00am	15 min	Recovery plan and parameters (template)
10:15am	30min	Guest feedback and analytics & measurement 5 min Break
10:50am	70min	Framework for your vivid vision and advanced culture and Leadership
12pm	45 min	Lunch @ Hotel
12:45pm	45 min	Live audition sampler activities
1:30pm	45 min	Engagement - Training to habit and productivity 5 min Break
2:20pm	30 min	Ongoing training and engagement
2:50pm	45 min	Technology plan
3:35pm	10min	Technology plan (template) 5 min break
3:45pm	40 min	Change Management
4:25pm	35min	Q&A (all)
5:00pm	END	