



Valet Living  
Home®

# HOMECOMING

## IMPLEMENTATION & SUCCESS GUIDE



### WHAT IS HOMECOMING?

Homecoming is the daily coming-home or coming-together of Valet Living Home associates to reinforce our Resident Experience Culture, keep communication aligned, discuss daily activity within the community, share ideas and feedback to continually improve the service and solutions we provide to our clients, residents and fellow associates.

### IMPLEMENTATION

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*Why Homecoming?*

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*How often & how long?*

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*Best practices*



## 02 HOW TO CONDUCT

Homecoming is intended to be a short, fun and focused time in which we:

- Reinforce the Resident Experience Culture topic of the week.
- Review important community specific information
- Share critical updates
- Discuss opportunities for improvement
- Acknowledge birthdays and or anniversaries
- Promote positive feedback

It is important that Homecoming is as fun as it is valuable!

The programmed Homecoming engagement are located within the homepage of Workday, accessible to all Valet Living Home Associates.

Most Valet Living Home associates are deployed throughout the community and have limited interaction with fellow associates. Therefore, with Workday accessibility, all associates have access each day to review and reflect upon The Resident Experience Culture and how the weekly topic directly impacts our communities.

Concierge Desk implementations have the ability to discuss the Homecoming during the transition between shifts. These engagements provide amazing opportunities to share, engage and collaboratively discuss Homecoming.



### 03 HOW OFTEN AND HOW LONG?

The consensus among the hospitality industries highest performing organizations recommend these engagements to be conducted daily.

Homecoming needs to be consistent and should become a "habit" for both leaders and associates of Valet Living Home. Conducting these engagements at the same time and at the same general locale increases participation and execution.

### 04 BENEFITS

Homecoming is an effective tool to inform, instruct and inspire Valet Living Home associates to deliver standard setting amenities and enhance the overall resident experience. Benefits include but are not limited to:

- Creating a positive work environment - Homecoming ensures that leadership engages with associates daily. This displays the direct relationship between constant communication and happy associates. Not to mention, it reinforces the importance of communication and The Resident Experience Culture.
- Happy Residents and Clients - Daily interaction, instruction and inspiration provide associates with the knowledge and tools to exceed expectations.
- Awareness & readiness - Little pieces of information that come up during our community specific updates allow for us to better anticipate the needs of our residents & clients.





## BEST PRACTICES

Below you will find tips that help with consistently exceptional daily Homecoming execution:

- Set expectations up front for engagement, and or attendance where implementation models allow.
- We have found that allowing each leader to cover victories and priorities first, followed by covering “stuck” items at the end, is a more efficient and effective use of the time.
- Daily Homecoming discussion questions are meant to spark the communication, but often the resolution should take place in a side conversation directly after the Homecoming, unless it affects the whole team.
- Group texts and Workchat Homecoming threads are effective communication and reinforcement mechanisms that allow associates to engage across the country and be on the same page.
- It is important that Homecoming is as fun as it is valuable!

One of the most influential best practices of Homecoming is hearing about victories from each leader. These engagements typically focus a great deal of energy only on what’s not going well and how to improve, Homecoming should additionally celebrate the many victories we claim while improving opportunity areas.

Daily Homecoming also allows our associates the opportunity to share “stuck” items and identify what, or who, is needed to help resolve the item. Best of all, these daily engagements prove that teams can provide critical updates and accomplish a great deal during each day's Homecoming engagement.