

REBOOTR'S NEUROPLAY PROGRAM CASE STUDY

A
OPERATIONAL



increase in room cleaning efficiency and quality → cost savings, and satisfies guest expectations → greater LTR.

B
CUSTOMER SATISFACTION



in compliments by guests for staff in the Front Desk team.

C
FINANCIAL



in corporates settling their bills promptly, driven by increased satisfaction; shows how better customer service contributes to the reduction of bad debts.

In short: Significant cost savings, with a key flow-on effect to increased revenue. Further stats top of page 4

THE FORMULA

CBH brought in Rebootr to conduct a six month 'NeuroPlay' applied improvisation and FISH! program to improve staff connection and guest service. At the end of the program, management had shown staff they're being listened to, accepted and their needs are being built on. As a result, trust was increased and was/is continually reinforced.

Staff now get along better with each other, and have directed much of that new culture towards improving the quality of their work (A) and their care for the guests. The guests reciprocate with more compliments, leave happier, and complain less (B). More satisfied corporates **intrinsically** paid their bills more promptly, which resulted in more reliable CAPEX decision-making and investment (C).

These results are attributable to NeuroPlay and not influenced by any other factors.



"The program helped our team to connect better with clients and co-workers, and helped to get our organisation to a more productive solution-based focus. By pushing up to 'think differently', the program has bred greater human connection, which is essential to increasing revenue."

- Paul Brasch, GM, Castlereagh Boutique Hotel

NEUROPLAY AT A GLANCE

Industry	Hospitality	Session length	90 min.
#NeuroPlay sessions	7	# of participants	40
Location	onsite	# of groups	5 groups of 6-12
# weeks	25	Participation rate	87.5%
Dates	April-Oct 2023	Attendance rate	76% (due to leave, roster changes)
Trainer	Eric Vigo, founder of rebootr		

Uncover the unknown and fix what holds your organisation back within 45 minutes
Book a Team Relationship Framework session.

