



AMELIA 2 ISLAND 26

The Ritz-Carlton Amelia Island, FL
August 18-20, 2026

Faster, Better, Smarter: A Modern Approach to Training
Lisa Hays-Holmes – Tiger Lily Florist



How to build a powerhouse team

Develop the people, culture, and leadership that drive exceptional results

What do you remember?



First Day – How did you feel?

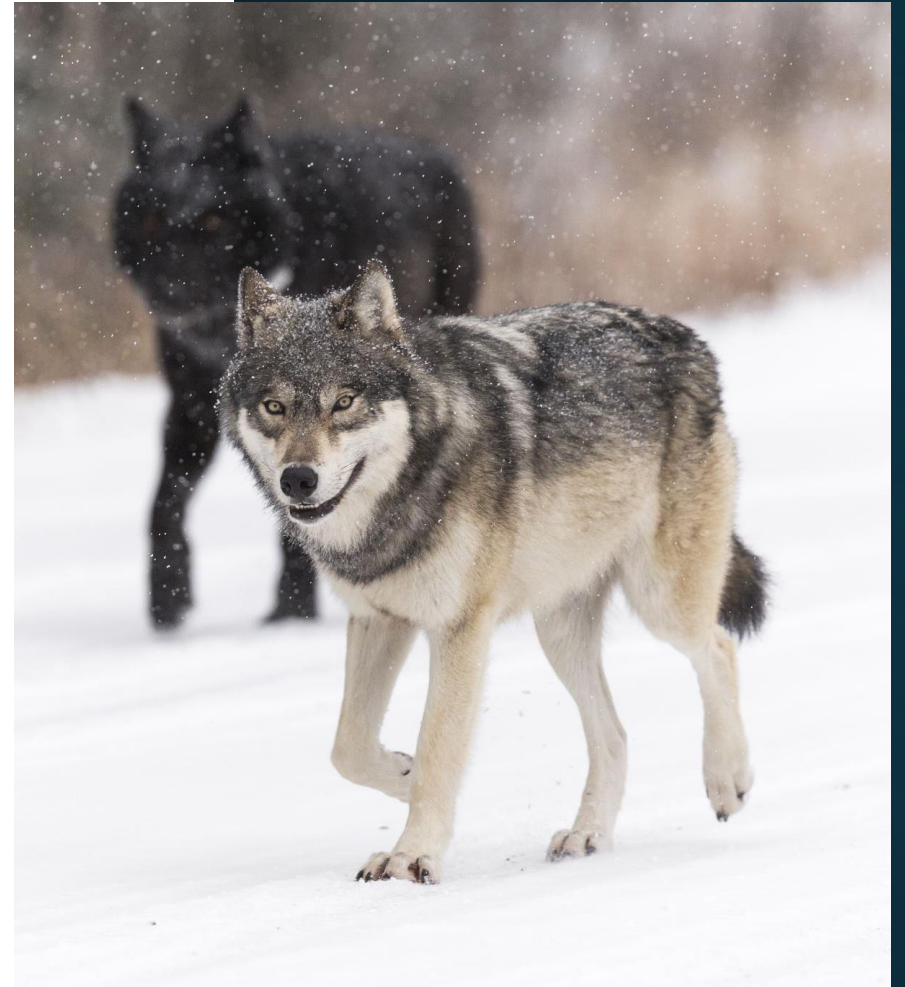
- What was your first impression of the business
- Did you feel Welcome?
- Did the shops leadership make time for you?
- Did it feel like a team?
- At the end of the first day, did you feel good?

Last day

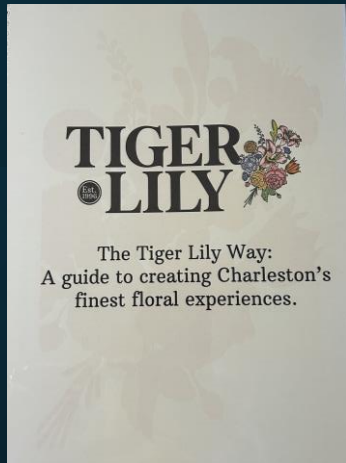
- Were you thanked for your service?
- Were you treated respectfully?
- Will you recommend the shop to potential employees?
- Will you miss it the team and the shop?

Why Is Training a Struggle?

- Time
- Short Handed – **Throw them to the wolves**
- Hire the wrong people
- Turnover is expensive
- Not investing in top talent
- Not committing to employee satisfaction
- Not retaining people
- Not giving feedback
- Failure to empower



Be Consistent



Start everyone off the same way

Nobody enjoys being the new person – make them feel comfortable

Buy the team breakfast and welcome the new Associate

Mutual first impressions are a real thing

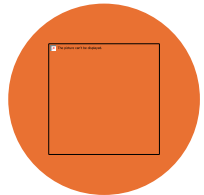
Give people permission to make mistakes

Check in – read the room

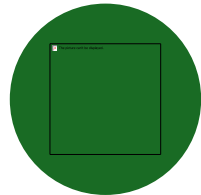
Make Your Expectation Clear



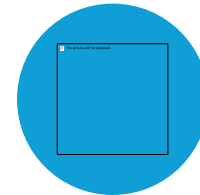
Cross Training



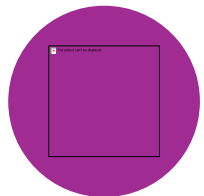
Introduce a buddy for your new Associate.



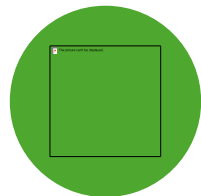
Let them experience how each department works.



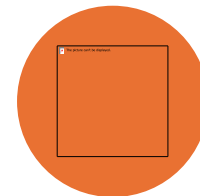
Schedule them to work a shift or a ½ day in each department.



Teach them multiple job functions from day one.



Tap your top people to train systems and specific functions.



Keep the energy up and keep it fun.

Cross Training



Recognition
Card



Success
Guide



Team
Routines



Checklists
and workflow



I CAUGHT _____
being **THE FINEST!**

They demonstrated:

☐  HOSPITALITY

☐  TEAMWORK

☐  KINDNESS

☐  INITIATIVE

☐  KNOWLEDGE

☐  OWNERSHIP

What they did: _____

This made a difference because: _____

Submitted by: _____



THE FINEST
EVERY MOMENT. EVERY DAY.

Job Specific Training

Provide a job description

Turn it over to a pro who does the job well

Let them see the talent on the team, they will rise to the level

Role Play

Don't make them afraid to make mistakes

Let them ask questions

Let them start doing the work – hands on

Our Finest Guest Experience

👋 Welcome & rapport

👂 Listen and explore needs

💡 Recommend

🌹 Showcase quality

📺 Add value

💳 Close the sale

❤️📧 Thank them and follow up



Coaching, Feedback, and Opportunities



Training Never Ends



Book Clubs –
“Unreasonable Hospitality”



Sales and
Management
training for
leaders – SAF



Vendor led
product
seminars



Contests

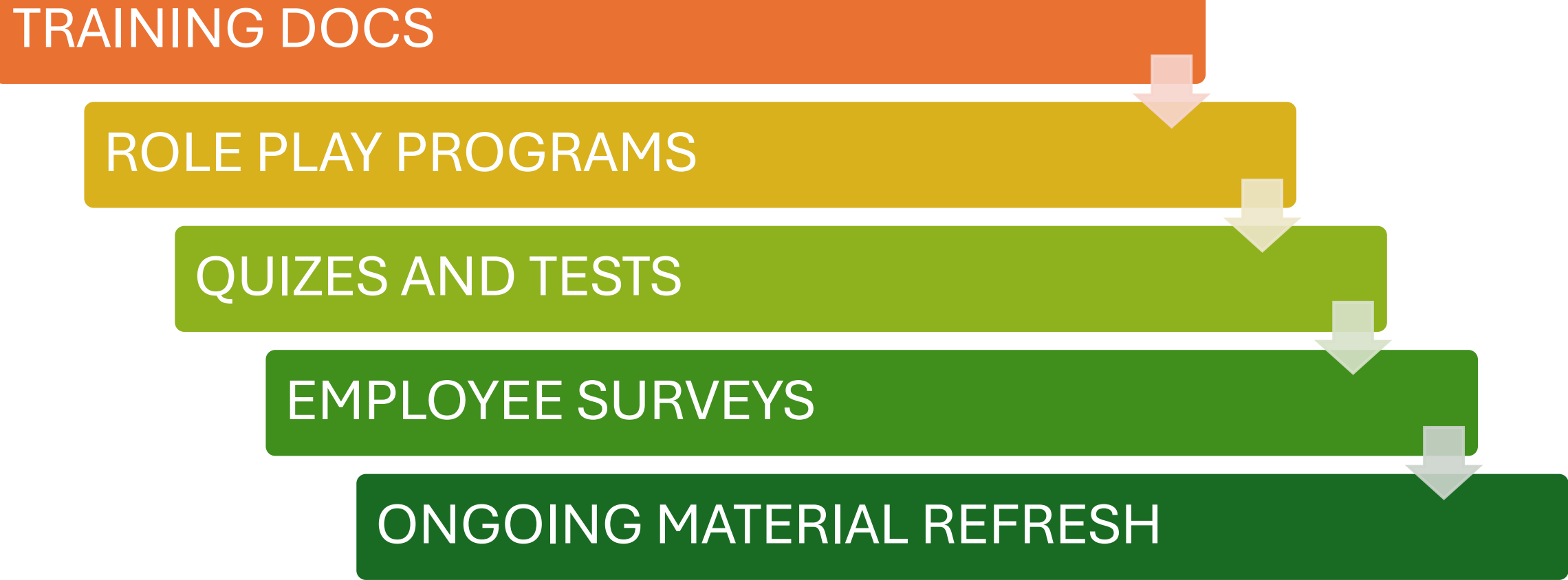


Incentives
and team
outings



AI Assisted Programs

TRAINING DOCS



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graph TD; A[TRAINING DOCS] --> B[ROLE PLAY PROGRAMS]; B --> C[QUIZES AND TESTS]; C --> D[EMPLOYEE SURVEYS]; D --> E[ONGOING MATERIAL REFRESH];
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ROLE PLAY PROGRAMS

QUIZES AND TESTS

EMPLOYEE SURVEYS

ONGOING MATERIAL REFRESH

Why It Matters – Q&A

"People may forget what you said, but they will never forget how you made them feel." — Maya Angelou



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Thank you

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