



**2024**

# **CREATING "WOW" EXPERIENCES**

@visitonecc

Climb Leadership Conference  
2024

## First 5 steps

**1** *vision*

**2** *team*

**3** *systems*

**4** *consistency*

**5** *understanding*

The first five steps are mission critical. After settling the first-five, your next step is to address your "next five" which have to do with execution.



## Your “next” 5 steps

**1** *I.D. a weekly  
“wow”*

a. for your team  
b. for your guests

**2** *Amazing  
arrivals*

**3** *Go above  
& beyond*

**4** *Land on a  
philosophy*

**5** *anticipate*



## Your “last” 5 steps

1

*Sticky  
follow up*

- call 30 minutes after each service
- Identify your ministry/organizational buckets

2

*I.D. an  
immediate  
next step for  
each person*

3

*solicit  
feedback*

4

*personalize*

5

*Share stories*

