# Marbles Right Fit Engagement Framework

## Welcoming
- Inclusion
- Nonjudgement
- Being valued
- Belonging

## Purposing
- Intentionality
- Proactivity
- Responsiveness

## Engaging
- Connection
- Friendliness

## Delighting
- Joy
- Fun
- Play
- Enthusiasm

## Knowing & Sharing
- Confidence
- Expertise

### Feels Like
- Inclusion
- Nonjudgement
- Being valued
- Belonging

### Looks Like
- Smiling
- Greeting
- Making eye contact
- Being approachable
- Friendliness
- Intentionally, continuously staged spaces
- Patience
- Cultural competence
- Accessibility
- Assuming positive intentions

- Being visible
- Being observant
- Being attentive
- Taking initiative
- Modeling behavior you want to see
- Thinking/acting ahead
- Eye for constant improvement
- Playfully professional
- Anticipating needs
- Prioritizing guest-facing responsibilities
- Embodying our mission

- Putting yourself where the play is happening
- Tuning into and meeting guests’ needs
- Talking with guests
- Helping guests
- Active listening
- Asking questions
- Knowing guests
- Building relationships with repeat visitors
- OPTing In
- Encouraging curiosity, discovery, exploration

- Going above and beyond
- Celebrating guests’ discoveries and creations
- Finding solutions
- Surprising guests with extras
- Making guests feel seen and valued
- Sparking laughter

- Being in the know
- Being a resource
- Knowing the why behind what we do
- Understanding learning connections
- Telling our story
- Connecting guests with additional opportunities
- Finding answers