

MISSION: *possible*  
CLASSIFIED

# SECRET AGENT

A BIG TABLE MISSION BRIEFING  
FOR COVERT KINDNESS OPERATIONS  
IN RESTAURANTS AND HOTELS.

## GUIDE

## HOW TO SERVE HOPE WHILE EATING AND SLEEPING

Agents, your mission—should you choose to accept it—is to serve hope to those who serve you every day. Our gifted friends working in the hospitality industry make up the largest single employment group in the nation. Behind their smiles is the highest concentration of need with untold personal challenges. That's where you come in.



### MAINTAIN YOUR COVER.

Stay under the radar as  
an everyday guest.

### YOUR MISSION?

Small, intentional acts of care  
that make a big difference.

## 01 DEPLOY LOADED UNEXPECTED 20S®

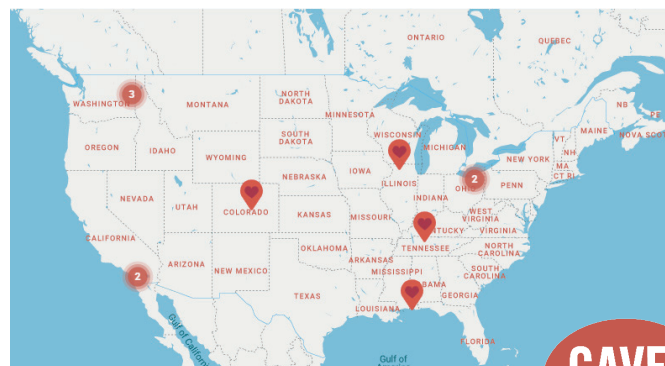


Equip yourself with “Unexpected 20®” envelopes from Big Table and load each with a \$20 bill. Deliver them in the field—not as a tip, but as a **no-strings-attached gift**—to a housekeeper, cook, front desk attendant, or busser.

Be sure to log your successful deployment on our Hope Map tracking every act of kindness that lights up our communities.



SCAN HERE



SHARE YOUR EXPERIENCE  
ON OUR U20 HOPE MAP!

GAVE  
One

### LOAD IT.

Insert a \$20 bill into each envelope and seal them up. Careful—they're loaded now!

### SCAN IT.

Before deployment, scan the QR code on the envelope to open a secure line with HQ.



### GIVE IT.

Spot your target. Deliver the envelope boldly, not as a tip, but as a **no-strings-attached gift**.

### REPORT BACK.

Log your mission on the Hope Map and rally other local agents to serve hope across the country.

## ADVANCED U20 TIPS

**TACTICAL HANDOFF:** Tip well and then ask your server to deliver the envelope to a teammate needing a boost.

**JUNIOR AGENT DEVELOPMENT:** Kids can help pick recipients or even deliver themselves.

**HOUSEKEEPER HQ DROP:** Leave a U20 and note on the nightstand, or hand it directly with a quick “thanks.”

**DIY OPS Kit:** Print your own at [bigtable.org/howtocare](http://bigtable.org/howtocare).

**RESUPPLY MISSION:** Request more envelopes at [bigtable.org/request-unexpected-20s](http://bigtable.org/request-unexpected-20s).

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## BUILD RAPPORT

Each time you go into a restaurant or hotel, engage the staff with genuine conversation. Learn a detail or two, and pick up the thread next time. Always consider their workload by avoiding peak operational hours for the most informative intel-gathering.

## CAPTURE THEIR NAME



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Mission critical: secure the target's true identity by asking for and remembering their name. Use it smoothly in conversation, greetings, gratitude, and during tough shifts. Genuine compliments and quick check-ins build trust and boost morale in the field.

Before exfiltrating from the mission site, upload critical intel—names, roles, and key details—into your phone's secure "Restaurant & Hotel Ops" contact log. Prior to your next deployment, review your dossier to refresh your memory. Remembering details send the strongest signal: *You matter.*

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## SECURE THE INTEL

Start with 20% as your baseline, then seek chances to exceed expectations—maybe even top their biggest tip ever. At hotels, leave \$5/night with a note for housekeeping. For an advanced maneuver, combine this with an Unexpected 20® drop to deliver a double impact.

## LEAVE LEGENDARY TIPS



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## COVERT COMPLIMENTS



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Slip a personal thank-you onto the receipt alongside your tip. This covert compliment lifts morale for your server and sends a clear message of appreciation to management. Precision and genuine intent ensure maximum mission impact, so choose your words wisely.



## GO DEEP COVER

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Quite simply: *Become a regular.* Select your mission sites and make repeated visits to establish trust and camaraderie. Visit during off-peak hours to build rapport without disrupting operations. This step alone makes the others more impactful.

Mobilize your squad. Grab your coworkers, friends, or family—for a synchronized drop of Unexpected 20s to a single staff member flagged by Big Table intel. We coordinate with management to ensure a seamless, surprise operation that delivers maximum morale boost.

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## EXECUTE A BLITZ

Assemble your team and claim one local restaurant as your ongoing mission site. Mark staff birthdays, deploy surprise treats like late-night snacks, and stay vigilant for chances to boost morale and build lasting bonds—just before the team's shift wraps.

## ADOPT A RESTAURANT



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SEE **FULL AGENT FIELD GUIDE** AT [BIGTABLE.ORG/HOWTOCARE](http://BIGTABLE.ORG/HOWTOCARE)

## FINAL DEBRIEF:

Agents, these aren't random acts—they're intentional missions to serve hope where it's needed most. Your kindness leaves a mark, builds trust, and strengthens your local hospitality community.

Mission status: *ongoing*. Stay alert. Stay kind. Serve hope..

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