



<b><u>TASK</u></b>	<b><u>PAGE</u></b>
TASK 01: Grooming Standards .....	3
TASK 02: Uniform Standards .....	5
TASK 03: Security/Safety Awareness .....	8
TASK 04: Guest/Employee Accidents Or Injuries .....	9
TASK 05: Emergencies .....	10
TASK 06: Use Of Hotel/Restaurant Facilities.....	11
TASK 07: Hospitality In The Workplace.....	12
TASK 08: Guest Acknowledgement - 10/5 Rule .....	14
TASK 09: Guest Name Usage.....	15
TASK 10: Interacting With Guests/Verbiage .....	16
TASK 11: Guest Directions/Escort Guests.....	18
TASK 12: Guest Preferences .....	19
TASK 13: Enter Guest Room.....	20
TASK 14: Telephone Courtesy .....	23
TASK 15: Handle Guest Inquiries/Requests .....	25
TASK 16: Resolve Complaints.....	27
TASK 17: Handle Lost And Found Problems.....	28
TASK 18: Employee Parking .....	29
TASK 19: Report To Work.....	30
TASK 20: Sign Keys Out/In .....	31
TASK 21: Use Of Radio Equipment.....	32



<b><u>TASK</u></b>	<b><u>PAGE</u></b>
TASK 22: Sign Beeper/Pager Out/In .....	33
TASK 23: Shift Briefing/Daily Lineup .....	34
TASK 24: Take Responsibility For Surroundings .....	35
TASK 25: Fill Out Maintenance Requests.....	36
TASK 26: Fill Out Storeroom Requisitions .....	37
TASK 27: Responsible Alcohol Service .....	38
TASK 28: Check Out With Supervisor .....	40



PROCEDURE	STANDARD
<ul style="list-style-type: none"> <li>■ Use the guest's name whenever possible:               <ol style="list-style-type: none"> <li>1) When welcoming the guest to the hotel/restaurant/facility</li> <li>2) When introducing them to another employee</li> <li>3) When escorting the guest</li> <li>4) Upon the conclusion of interactions</li> </ol> </li>   <li>■ Be careful not to over use the guest name (example: each question asked or statement made during the check-in does not need to be accompanied by guest name. If we over use a name, we may not seem genuine and sincere).</li>   <li>■ Make every effort to find out the guest's name: Look for name on:               <ol style="list-style-type: none"> <li>1) Guest's luggage tag</li> <li>2) Airline luggage tag</li> <li>3) Hotel storage luggage tag</li> <li>4) Car tags</li> <li>5) Room charge vouchers</li> <li>6) Credit cards (when presented for payment)</li> <li>7) Assignment sheet or in computer (before knocking on guest room door)</li> </ol> </li>   <li>■ When answering a guest call with a display phone, use the guest's name shown:               <ol style="list-style-type: none"> <li>1) If gender is unknown, wait for the guest to respond, then use the guest name with correct title (Mr., Mrs., Ms.)</li> <li>2) Address by (<u>last name</u>) party (e.g., Smith party)</li> </ol> </li>   <li>■ Share the guest's name with co-workers.</li>   <li>■ If unable to pronounce a guest name:               <ol style="list-style-type: none"> <li>1) Ask guest for the correct pronunciation</li> <li>2) Ask co-worker/manager</li> <li>3) Try to pronounce it on your own</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>■ Guest name used 3 times in most interactions, such as:               <ol style="list-style-type: none"> <li>1) To open a conversation</li> <li>2) Responding to an inquiry or confirming a request</li> <li>3) To close a conversation</li> </ol> </li>   <li>■ Guests addressed by title and last name (Mr. Smith), unless guest requests that an individual employee address them by first name.</li>   <li>■ If name is unknown, guest addressed by sir or ma'am.</li>   <li>■ Use the guest's name to:               <ol style="list-style-type: none"> <li>1) Show recognition of the guest</li> <li>2) Personalize the conversation to the individual</li> <li>3) Make guests feel like we care</li> <li>4) Leave a positive impression</li> </ol> </li>   <li>■ Guest name is shared with other employees.</li>   <li>■ Do not state the guest's name with a room number out loud. Maintain the guest's security and safety.</li> </ul>



## ALL STAFF

### TASK 16: Resolve Complaints

PROCEDURE	STANDARD
<ul style="list-style-type: none"><li>■ When confronted with a complaint:<ol style="list-style-type: none"><li>1) Stop your current activity</li><li>2) Make eye contact, and</li><li>3) Give your full attention to the guest</li></ol></li><li>■ Follow these procedures:<ol style="list-style-type: none"><li>1) Listen to the guest and do not interrupt</li><li>2) Thank guest for the opportunity to address the problem</li><li>3) Apologize</li><li>4) Determine a solution</li><li>5) Agree to a solution</li><li>6) Act on the solution</li><li>7) Follow up to ensure complete guest satisfaction before the guest leaves</li></ol></li><li>■ If unable to resolve a complaint, contact your supervisor immediately and relay the complete situation.</li><li>■ Never blame other departments or individuals. Accept responsibility for resolving the problem.</li><li>■ Apprise guest continually of status of situation.</li><li>■ Use good judgment to ensure that the solution/recovery is in line with the complaint.</li></ul>	<ul style="list-style-type: none"><li>■ All complaints handled courteously, sincerely and professionally.</li><li>■ Manager is notified of all complaints.</li><li>■ Attempt to resolve all guest complaints before guests leave the property.</li><li>■ Tone of communication is of a normal range and pleasant; no shouting.</li><li>■ Policies and procedures are not used as an excuse to guests.</li><li>■ Person who receives complaint "owns" it. If unable to resolve it, contact appropriate supervisor/other department.</li><li>■ Show genuine concern for guest's situation. Empathize with the guest.</li><li>■ Never try to prove the guest wrong.</li><li>■ Never argue with guest or become defensive.</li></ul>



## ALL STAFF

### TASK 24: Take Responsibility For Surroundings

PROCEDURE	STANDARD
<ul style="list-style-type: none"><li>■ If you see furniture moved out of place, adjust the position accordingly.</li><li>■ If you see debris on the floor, stop to pick it up.</li><li>■ If you see glasses, cups, dishes, amenity bowls, or room service trays:<ol style="list-style-type: none"><li>1) Remove them from the guest's eye immediately.</li><li>2) Carry the items directly to the outlet (i.e. Lobby Lounge) or place the items in a service elevator landing and call Room Service to pick up.</li></ol></li><li>■ If you observe a housekeeping concern, report it to _____ for input into (<u>system</u>) and follow through to see that the task is completed.</li><li>■ If you observe light bulbs out or maintenance needs, report it to _____ to be input into (<u>system</u>).</li><li>■ Try and remove debris and stains yourself. If you cannot, contact the Housekeeping department to handle the situation.</li></ul>	<ul style="list-style-type: none"><li>■ The property is always immaculately clean</li><li>■ Walking around the property be observant of details.</li><li>■ Floors and carpets are free of debris.</li><li>■ Routine maintenance issues and expired light bulbs must be reported to Engineering through (<u>system</u>).</li><li>■ We are all responsible for the presentation of our hotel.</li></ul>