



GUEST SERVICES TRAINING MANUAL

GROUND RULES

- Remember to always smile and treat guests with respect. Greet every guest as they pass the front desk. We strive to provide outstanding customer service to everyone that we come in contact.
- Please be on time. Tardiness puts stress on your co-workers, so please be considerate of each other.
- All changes to scheduled shifts must be approved by the GM prior to switching.
- Everyone must wear proper uniforms and nametags. Long sleeve Blue Baymont button down shirt, black dress pants (no capris) and business shoes are required. Clothes must be properly cleaned and pressed.
- The lobby, front desk area, and the back office are the responsibility of the front desk staff. All surfaces must be clean, floor vacuumed, and windows cleaned constantly during out shifts. The first impression for our guests needs to be positive.
- You must stay behind the desk at all times. You may sit in the chairs at the back of the front desk area when no one is in the lobby. These chairs are not to be moved, and anytime there is anyone in the lobby, all front desk agents must be standing. Studying or reading is permitted as long as no one is in the lobby and the studying materials are concealed from guests' view. The only time you may leave the front desk is to use the restroom or for hotel duties. You make eat your meals quickly in the back office while business is slow. Night Auditors are to sit in GM office blue chair and watch security cameras all night when not doing other hotel duties.
- Employees are not allowed to use any hotel computers at all for personal matters. Personal Notebook Computers are not to be used or brought to work.
- Only paying guests with room key may use the guest computers. Again staff may not use these computers for personal matters.
- Employees and/or their friends may not eat any items from the breakfast bar. It is the Front Desk Staff's duty to monitor this. Coffee and juice are not permitted. There is an employee coffee station in the back office.
- Personal phone calls over 1 minute are not allowed. Cell phones and pagers are not be used while on duty. Cell phones should be silenced if brought to work.
- You must learn the entire front desk manual and follow checklists daily.

Guest Services Training Manual Cardinal Hospitality

J Rink



Guest Services Training Manual Cardinal Hospitality:

Hospitality Sales and Marketing Howard Feiertag, 2019-08-15 Grouped by general topic this collection of the best Sales Clinic columns in Hotel Management written by Howard Feiertag over the course of 35 years provides an abundance of juicy nuggets of tips tactics and techniques for professionals and newbies alike in the hospitality sales field Readers will take a journey down the road of the development of hospitality sales from the pre technology era when knowing how to use a typewriter was a must to today's reliance on digital technology rediscovering that many of the old techniques that are still applicable today

The Congregationalist, 1892

Hospitality & Tourism Human Relations Management in Africa Dr. Lumumba U. Ubani, 2012-01-31 The book draws attention to the topic of hospitality and tourism Human Relations Management in Africa It urges hospitality and tourism organisations in Africa to identify the urgent need for the major challenges and develop an in depth human relations management practices which will balance global competitiveness multi national flexibility and the building of a worldwide interrelationship Achieving this balance will require organisations to develop the cultural sensitivity and ability to manage and leverage learning for building future capabilities In addressing the issues of developing effective human relations in hospitality and tourism management the following areas should be considered

- 1 Identifying the nature and the implications of national cultural differences within the body of human resources
- 2 Establishing a basis for building understanding and awareness of cultural differences and how they may be managed
- 3 Formulating a framework for developing a high performance strategy which takes account of cultural differences and leverages the diversity present in their organizations

The book has emphatically drawn the attention of management to their African indigenouness This has expressly stated that the topic of African Management Human Behavioural orientation is a cardinal prerequisite for a viable human relations management strategy

Hotel Llama Larry Mogelonsky, 2014-11-25 Read The Whole Series Hotel Llama is the third anthology book in Larry Mogelonsky's series following Are You an Ostrich or a Llama 2012 and Llamas Rule 2013 Together they give a detailed picture of the present hotel business landscape outlining how to best navigate new technological issues shaping our industry in addition to the need for a perpetual commitment to exceptional service All three books draw from Larry's extensive experience in the field as well as the prudence of other senior managers and corporate executives active in the hospitality industry Offering creative and effective solutions to today's problems this collection will give you the tools you need to thrive in the modern hotel world The Llama Digital Educational Program In tandem with the publishing of this book Larry Mogelonsky has created an online educational program for hoteliers to sharpen their skill sets Entitled Llama Digital this interactive web portal allows executives managers staff members and hospitality students to access all the articles from the three books in the series Attached to each article are several complex questions designed to give a more detailed analysis of the issues through the form of written responses so that hoteliers will improve their writing proficiency in addition to honing their managerial skills To learn more about the

Llama Digital educational program and how it can enhance your skillset in the hospitality field go to www.lmadigital.ca Why You Need This Book The hotel world is evolving The proliferation of new mobile technologies online travel agencies social media and third party review websites represent four great disruptors for any hotelier's business And these are just the tip of the iceberg Customer behavior is changing too rapidly for traditional hospitality marketing and operations textbooks to keep up The modern traveler is highly intelligent and incredibly discerning when it comes to hotel purchases In order to understand this consumer revolution you must arm yourself with the latest resources Enter Hotel Llama the third book in the series written to give hoteliers the best tools in their arsenal to prosper in these changing times This is not an introductory textbook on the hospitality industry but rather a compilation of selected topics that highlight both modern success stories as well as the blunders to avoid This book will strengthen your management skills by explaining many of the sales marketing branding technological and psychological principles at work behind such contemporary facets of hotel operations as proper website design channel distribution and emerging technology applications in addition to the more traditional aspects like onsite amenities guestroom features F B housekeeping and the front desk Above all it is stressed that the success of a property even with all that has changed in recent years nonetheless depends on the relationship a hotel fosters with its guests This is the hotelier's guidebook that recognizes future developments while celebrating the past **The Video**

Source Book David J. WEINER,1990 Film & Video Finder ,1997 **Leadership in the Digital Age**

Cybellium,2024-10-26 Designed for professionals students and enthusiasts alike our comprehensive books empower you to stay ahead in a rapidly evolving digital world Expert Insights Our books provide deep actionable insights that bridge the gap between theory and practical application Up to Date Content Stay current with the latest advancements trends and best practices in IT AI Cybersecurity Business Economics and Science Each guide is regularly updated to reflect the newest developments and challenges Comprehensive Coverage Whether you're a beginner or an advanced learner Cybellium books cover a wide range of topics from foundational principles to specialized knowledge tailored to your level of expertise Become part of a global network of learners and professionals who trust Cybellium to guide their educational journey www.cybellium.com **Consultants & Consulting Organizations Directory** Cengage Gale,2009-05-12 Source Book ,2010

Introduction to the Hospitality Industry Gerald W. Lattin,James E. Lattin,Thomas W. Lattin,1998 **Hotel & Motel Management** ,1976 The American Friend ,1917 *Maryland Library Notes* ,1922 **Voices from the Catholic**

Worker Rosalie Riegle Troester,1993 This rich oral history weaves a tapestry of memories and experience from interviews roundtable discussions personal memoirs and thorough research In the sixtieth anniversary year of the Catholic Worker Rosalie Riegle Troester reconfirms the diversity and commitment of a movement that applies basic Christianity to social problems Founded in 1933 by Dorothy Day and Peter Maurin the Catholic Worker has continued to apply the principles of voluntary poverty and nonviolence to changing social and political realities Over 200 interviews with Workers from all over

the United States reveal how people came to this movement how they were changed by it and how they faced contradictions between the Catholic Worker philosophy and the call of contemporary life Vivid memoirs of Dorothy Day Peter Maurin and Ammon Hennacy are interwoven with accounts of involvement with labor unions war resistance and life on Catholic Worker farms The author also addresses the Worker s relationship with the Catholic Church and with the movement s wrenching debates over abortion homosexuality and the role of women Author note Rosalie Riegle Troester is Professor of English at Saginaw Valley State University in Michigan

Resources in Education ,1999-04 **Hoover's Handbook of Emerging Companies** Hoover's,2008-04 Masonic Standard ,1898 The United States Army and Navy Journal and Gazette of the Regular and Volunteer Forces ,1900 Country Life Illustrated ,1899 *The Churchman* ,1892

Guest Services Training Manual Cardinal Hospitality Book Review: Unveiling the Magic of Language

In an electronic era where connections and knowledge reign supreme, the enchanting power of language has become more apparent than ever. Its power to stir emotions, provoke thought, and instigate transformation is truly remarkable. This extraordinary book, aptly titled "**Guest Services Training Manual Cardinal Hospitality**," written by a very acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound effect on our existence. Throughout this critique, we shall delve to the book is central themes, evaluate its unique writing style, and assess its overall influence on its readership.

<http://www.armchairempire.com/public/book-search/index.jsp/hyster%20h006%20h6%200ft%20h7%200ft%20europe%20forklift%20service%20repair%20workshop%20manual.pdf>

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