



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

Joacim Rocklöv



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