



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

Sara Duncan



Guest Services Training Manual:

Server Training Manual Ryan Dahlstrom, This Server Training Manual is brought to you by Bar Manuals founder and Best Selling author Ryan Dahlstrom Certified Consulting Bar Experts by the Hospitality Association of America If you own or manage a Bar Nightclub or Restaurant and feel like your business should be doing better you should purchase this Server Training Manual *Franchise Opportunities Handbook* ,1994 This is a directory of companies that grant franchises with detailed information for each listed franchise *The Ultimate Service Dog Training Manual* Keagen J. Grace,2020-03-17 A One Stop Shop for Anyone Interested in Learning How to Obtain Train Raise and Live With a Service Dog The Ultimate Service Dog Training Manual is the essential resource for laypeople handlers and trainers alike who deal with service dogs Covering everything you need to know about obtaining training and living with service dogs this comprehensive guide provides practical dos and don ts tips and tricks and advice on raising the perfect service dog for various situations Complete with illustrative photos tips sidebars and detailed information Including the history of service dogs the legalities of where they are allowed in public and who is permitted to have them what rights are in place to protect them and more this service dog bible covers service dog topics like What handlers want you to know The path to becoming a service dog Service dog jobs from allergen alert dogs to psychiatric and seizure dogs Costs of owner training Fake or under trained service dogs What service dogs should and should not do in public What makes a dog unsuitable Overview of standards requirements certifications and gear Task training from opening doors to assisted pick up and more Service dog socialization Service dogs at work and school Service dog retirement The difference between service dogs therapy animals and emotional support animals And more *Secrets of a Stewardess: The Training Manual* Sara Duncan,2022-02-10 Can you keep a secret We ve got one to tell Secrets of a Stewardess is the only training tool a Stewardess needs Our brand new training manual is packed full of useful tips covering all you need to know on how to become a successful interior crew member It literally has everything from what you need in your grab bags to carrying out a harmonious 7 service Some of the contents includes Finding a job with Crew Concierge Living on a yacht Shopping lists Detailing Cleaning Flowers Table Design Service Cocktails Looking After Yourself whilst on board and much more The ideal book to have at your fingertips and it s a must have for every boat It s a secret made to be shared **Managing Hotels Effectively** Eddystone C. Nebel,1991-09-03 A must read for aspiring hospitality industry leaders Managing Hotels Effectively Lessons from Outstanding General Managers is the essential text for anyone working in or aspiring to the hospitality industry Expert discussion from industry leaders drives home the importance of service strategic planning and effective leadership while giving readers a glimpse into the complex mechanics of running a successful hotel From organizational structure and staffing to communications revenues and day to day activities this book provides an informative look into the myriad duties of the general manager **Museum Visitor Services Manual** Roxana Adams,2001 Museum Visitor Services Manual can help museum staff make a case for

visitor services understand and meet the needs of visitors plan and staff visitor services train staff and evaluate services

In-service Training Guide for Army Service Club Personnel ,1953 *Videoland* Daniel Herbert,2014-01-24 Videoland offers a comprehensive view of the tangible phase of consumer video when Americans largely accessed movies as material commodities at video rental stores Video stores served as a vital locus of movie culture from the early 1980s until the early 2000s changing the way Americans socialized around movies and collectively made movies meaningful When films became tangible as magnetic tapes and plastic discs movie culture flowed out from the theater and the living room entered the public retail space and became conflated with shopping and salesmanship In this process video stores served as a crucial embodiment of movie culture s historical move toward increased flexibility adaptability and customization In addition to charting the historical rise and fall of the rental industry Herbert explores the architectural design of video stores the social dynamics of retail encounters the video distribution industry the proliferation of video recommendation guides and the often surprising persistence of the video store as an adaptable social space of consumer culture Drawing on ethnographic fieldwork cultural geography and archival research Videoland provides a wide ranging exploration of the pivotal role video stores played in the history of motion pictures and is a must read for students and scholars of media history *Medical Tourism and Wellness* Frederick J. DeMicco,2017-04-28 Medical Tourism and Wellness Hospitality Bridging Healthcare H2H takes a systems approach to examining the growing field of medical tourism one of the field s hottest niches with billions of dollars spent each year This important book fills the need for a modern management book that looks at medical tourism in depth from a medical and hospitality operational management perspective Growing numbers of people are going abroad to find affordable quality medical care for both necessary and cosmetic medical services When they require surgery or dental work they combine it with a trip to the Taj Mahal a photo safari on the African veldt or a stay at a luxury hotel or at a hospital that feels like one all at bargain basement prices The book takes a comprehensive look at medical tourism covering such topics as The history of medical tourism Why patients tourists decide to travel for medical care The role of professional facilitators of medical tourism Key countries and medical disciplines in medical tourism Transportation food entertainment and hotel hospitality services Hotel and spa designs for medical tourism Best practices in medical tourism Patient follow up after medical discharge Future trends in medical tourism Careers in medical tourism With the inclusion of case studies the book provides a comprehensive look into this growing trend and will be valuable to upper level undergraduate and graduate students in health care administration and those pursuing MBAs in healthcare medical students pursuing a management focus and students in hospitality management It will also be a must have resource for professionals working in hotels and in health care **Service Management Study Guide** 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

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The AUPHA Manual of Health Services Management Robert J. Taylor,Susan B. Taylor,1994 With contributions from more than 30 authorities in the field this reference covers topics varying from management techniques to strategic planning To ownership and governance To a department by department breakdown of health care facility support services *The Cornell School of Hotel Administration Handbook of Applied Hospitality Strategy* Cathy A. Enz,2010-07-14 This state of the art handbook approaches the topics of hospitality strategy with an emphasis on immediate application of ideas to current practice Top hospitality scholars make original contributions with the inclusion of senior level executives input insights and current best practices By incorporating the latest research and thinking on various strategic topics with the commentary and insights of successful executives this handbook blends cutting edge ideas and comprehensive reviews of the subject with innovative illustrations and examples from practice The strength of the handbook is its combination of academic rigour and hospitality application The handbook will have a clear reference orientation and focus on key topical issues and problem of interest to practitioners and advanced students of hospitality strategy

Principles of Management for the Hospitality Industry Dana V. Tesone,2010 Principles of Management for the Hospitality Industry is designed specifically for hospitality students who need to be able to use management tools and techniques to become successful hospitality managers

Distribution Data Guide ,1954

Foodservice Manual for Health Care Institutions Ruby Parker Puckett,2012-11-13 The thoroughly revised and updated fourth edition of Foodservice Manual for Health Care Institutions offers a review of the management and operation of health care foodservice departments This edition of the book which has become the standard in the field of institutional and health care foodservice contains the most current data on the successful management of daily operations and includes information on a wide range of topics such as leadership quality control human resource management product selection and purchasing environmental issues and financial management This new edition also contains information on the practical operation of the foodservice department that has been greatly expanded and updated to help institutions better meet the needs of the customer and comply with the regulatory agencies standards TOPICS COVERED INCLUDE Leadership and Management Skills Marketing and Revenue Generating Services Quality Management and Improvement Planning and Decision Making Organization and Time Management Team Building Effective Communication Human Resource Management Management Information Systems Financial Management Environmental Issues and Sustainability Microbial Chemical and Physical Hazards HACCP Food Regulations Environmental Sanitation and Pest Control Safety Security and

Emergency Preparedness Menu Planning Product Selection Purchasing Receiving Storage and Inventory Control Food Production Food Distribution and Service Facility Design Equipment Selection and Maintenance Learning objectives summary key terms and discussion questions included in each chapter help reinforce important topics and concepts Forms charts checklists formulas policies techniques and references provide invaluable resources for operating in the ever changing and challenging environment of the food service industry Marketing Information Guide ,1954 How to be a Hotel Receptionist Matt Shiells-Jones,2012-03-15 This book is designed for anyone who works front of house in a hotel from porters to managers and beyond and is an indispensable read that covers almost everything you could encounter from complaint handling and telephone call skills through to dealing with overbooking and room allocations Comprehensive yet easy to read and conversational in tone this book provides a great addition to any in house training It contains one of the most comprehensive sections on complaint handling both in writing and face to face along with guidelines on best practice sample scenarios and questions to make you think making this a fantastic read to help you get to grips with the reception and front of house role This book covers a vast array of matters and is suitable for both floor level staff and managers **Food Service Manual for Health Care Institutions** Ruby Parker Puckett,American Society for Healthcare Food Service Administrators,2004-11-08 Food Service Manual for Health Care Institutions offers a comprehensive review of the management and operation of health care food service departments This third edition of the book which has become the standard in the field of institutional and health care food service includes the most current data on the successful management of daily operations and includes information on a wide variety of topics such as leadership quality control human resource management communications and financial control and management This new edition also contains information on the practical operation of the food service department that has been greatly expanded and updated to help institutions better meet the needs of the customer and comply with the regulatory agencies standards **Organization and Management of Hospital & Health Services (Practical Manual)** Mr. Rohit Manglik,2024-05-16 A hands on guide for implementing hospital administrative tasks quality control and service delivery models in health facilities

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