



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. Quality Inn polo, black or khaki pants (no capris) and closed-toed shoes. 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 office chairs when no one is in the lobby. 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 may eat your meals quickly in the breakfast area while business is slow.
- 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 unless authorized by the GM.
- 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 is the only item permitted for staff.
- Personal phone calls over 1 minute are not allowed. Cell phones and pagers are not be used while on duty.
- You must learn the entire front desk manual and follow checklists daily.

Hotel Service Training Manual

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Hotel Service Training Manual:

Unveiling the Energy of Verbal Artistry: An Mental Sojourn through **Hotel Service Training Manual**

In some sort of inundated with screens and the cacophony of fast connection, the profound power and emotional resonance of verbal artistry often disappear into obscurity, eclipsed by the regular assault of sound and distractions. Yet, located within the musical pages of **Hotel Service Training Manual**, a charming work of literary splendor that impulses with organic thoughts, lies an unforgettable trip waiting to be embarked upon. Written by a virtuoso wordsmith, this interesting opus courses readers on an emotional odyssey, delicately exposing the latent possible and profound impact embedded within the intricate web of language. Within the heart-wrenching expanse of the evocative analysis, we can embark upon an introspective exploration of the book is main subjects, dissect their fascinating writing type, and immerse ourselves in the indelible effect it leaves upon the depths of readers souls.

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