

QUALITY / SLEEP * GUEST SERVICES TRAINING CHECKLIST

PROPERTY ORIENTATION

- 1. TOUR OF PROPERTY-ALL ROOM TYPES AND MEETING ROOMS
- 2. LOCATION OF VENDING, ICE, LAUNDRY, BUSINESS CENTER, FITNESS CENTER, POOL
- 3. LOCATION OF HOUSEKEEPING, GM, HKP LAUNDRY, BREAKFAST
- 4. INTRODUCTION TO MAINTENANCE, HOUSEKEEPING, REST OF STAFF
- 5. MAP OF PROPERTY AND ENTRANCES
- 6. COMPETITIVE ANALYSIS—MAJOR COMPETITORS
- 7. LOCATION OF HOTEL-DIRECTIONS
- 8. LOCATION OF LOCAL ATTRACTIONS
- 9. KEY ADVANTAGES: BRAND NEW, SERVICE, BREAKFAST, TV'S, RATES

CUSTOMER SERVICE

- 1. NAME TAG, UNIFORM, NEAT APPEARANCE & SMILE
- 2. SERVICE ATTITUDE
- 3. TREAT EVERYONE WITH WORLD-CLASS HOSPITALITY
- 4. IT'S MY PLEASURE! AT YOUR SERVICE!
- 5. HANDLING OF COMPLAINTS / COMMENTS – FRONT DESK / MAINTENANCE LOG
- 6. ANSWERING PHONE-SCRIPT-SMILE
- 7. WHEN TO CALL GM / GOOGLE TALK

FRONT DESK OPERATIONS

- 1. FRONT DESK MANUAL
- 2. RATE SHEET & RATE CODES
- 3. ONITY KEY SYSTEM / HARD KEYS – KEY CONTROL SYSTEMS
- 4. TELEPHONE-RESERVATIONS SCRIPT—SHOP CALLS
- 5. ONLINE RESERVATIONS
- 6. CHECK-IN
- 7. CASH DRAWER – POSTING, PAPERWORK
- 8. TRACKING OF COMPANIES & MARKET SOURCE
- 9. TRAVEL AGENTS
- 10. CHECK-OUT
- 11. DIRECT BILLS – BUCKET, BINDER, SETUP
- 12. CREDIT CARD AUTHORIZATION FORMS
- 13. TAX-EXEMPT PROCEDURE
- 14. REGISTRATION FOLIO BUCKET
- 15. HANDLING OF GROUPS
- 16. MEETING ROOM RENTAL
- 17. ROOM ADJUSTMENTS – APPROVAL
- 18. FIRST SHIFT CHECKLIST
- 19. SECOND SHIFT CHECKLIST
- 20. THIRD SHIFT CHECKLIST
- 21. CLOSING SHIFT
- 22. FRONT DESK LOG
- 23. FAX MACHINE / COPIER / BACK OFFICE
- 24. EMERGENCY PROCEDURES

CROSS-DEPARTMENTS

- 1. BREAKFAST – ASSIST WHEN POSSIBLE
- 2. HOUSEKEEPING – DUE OUTS, ROOM STATUS, COORDINATION
- 3. MAINTENANCE – LOG ALL ISSUES, REQUEST SLIPS
- 4. SALES – SCREENING CALLS, IN/OUT SIGN, GROUP & MEETING BINDER

I UNDERSTAND THE PROPER PROCEDURES AND INFORMATION FOR THE ABOVE ITEMS.

MANAGER