



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 may 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

**Brenda A. Byers, Carol W.
Shanklin, Linda C. Hoover**

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

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

Franchise Opportunities Handbook ,1994 This is a directory of companies that grant franchises with detailed information for each listed franchise

Customer Service Skills Training Manual for the Hospitality Industry Reba Haley,2015-01-15 The training manual is written for those who work in airlines cruise lines hotels motels resorts clubs bars and restaurants Hospitality and tourism workers help people enjoy vacations and entertainment activities Commitment communication and computer skills and enthusiasm are skills employees need to make customers happy and satisfied The hospitality skills include role play activities assessments telephone etiquette customer service exercises checklists and group activities Trained employees can increase revenue and customer satisfaction <https://www.icigroupintl.org>

Upward Mobility Programs in the Service Sector for Disadvantaged and Dislocated Workers: Technical appendices ,1992

Upward Mobility Programs in the Service Sector for Disadvantaged and Dislocated Workers ,1992

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

Hospitality ,1997

Research Report ,1991

Manual Training

Magazine Charles Alpheus Bennett, William Thomas Bawden, 1925 The Interpreters Training Manual for Museums Mary Kay Cunningham, 2004 The Interpreters Training Manual for Museums helps institutions develop a customized training program for their interpreters Focusing on social interaction this book combines group exercises written and oral activities and interactive lectures to teach interpreters how to facilitate meaningful conversations with visitors **Food Service Manual for Health Care Institutions** Brenda A. Byers, Carol W. Shanklin, Linda C. Hoover, 1994-03-29 This classic in the operation of food service departments covers OSHA guidelines management skills development menu planning product selection facility design and equipment selection *Manual Training Magazine* ,1918 **The Consultant** ,2001 The Video Source Book David J. WEINER, 1990 *Southern Hospitals* ,1985 American Lodging Excellence Laurette Dubé-Rioux, 1999 *Franchise Opportunities Handbook* LaVerne Ludden, 1995-11 A complete guide for people who want to start their own franchise The Training of Hotel Front Office Cashiers Raymond Paul Randuk, 1961 *Check In--check Out* Jerome J. Vallen, 1980

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