

Hotel General Manager Checklist



Location / Asset(s): _____

Date: _____

Assigned To: _____

Checklist Score: _____

Signed By: _____



Core Values Checklist

- Anticipate and exceed guest expectations with genuine sincerity.
- Maintain a professional staff at the highest standards through continuous training and development
- Treat each guest and employee as a member of our family, with respect, honesty, appreciation, and concern.
- Protect and further our financial wellbeing
- Perform all duties safely, legally, and ethically
- Continuously strive for product improvement.
- Respect and care for our resources and the environment.
- Communicate positively about the resort, on and off property.



Employee Service Expectations Checklist

- Anyone who receives a guest request owns it.
- Accommodate all special needs in a positive and timely fashion, and follow up with the guest.
- Anyone who receives a guest problem owns it.
- Acknowledge every guest within 10 feet with eye contact, good posture, and a smile.
- Provide a positive and friendly greeting within 5 feet. Always be the first person to speak.
- Ensure that guests are escorted to their destination.
- Always acknowledge guest needs first by opening doors and offering the right of way.
- Always cease personal conversations when a guest approaches.
- Seek to identify the guest's needs.

General Manager Hotel Opening Manual And Checklist

Mike Jess



General Manager Hotel Opening Manual And Checklist:

The Top Books of the Year General Manager Hotel Opening Manual And Checklist The year 2023 has witnessed a remarkable surge in literary brilliance, with numerous compelling novels captivating the hearts of readers worldwide. Lets delve into the realm of bestselling books, exploring the fascinating narratives that have captivated audiences this year. The Must-Read : Colleen Hoover's "It Ends with Us" This touching tale of love, loss, and resilience has captivated readers with its raw and emotional exploration of domestic abuse. Hoover expertly weaves a story of hope and healing, reminding us that even in the darkest of times, the human spirit can succeed. Uncover the Best : Taylor Jenkins Reids "The Seven Husbands of Evelyn Hugo" This spellbinding historical fiction novel unravels the life of Evelyn Hugo, a Hollywood icon who defies expectations and societal norms to pursue her dreams. Reids absorbing storytelling and compelling characters transport readers to a bygone era, immersing them in a world of glamour, ambition, and self-discovery. General Manager Hotel Opening Manual And Checklist : Delia Owens "Where the Crawdads Sing" This captivating coming-of-age story follows Kya Clark, a young woman who grows up alone in the marshes of North Carolina. Owens crafts a tale of resilience, survival, and the transformative power of nature, entrancing readers with its evocative prose and mesmerizing setting. These popular novels represent just a fraction of the literary treasures that have emerged in 2023. Whether you seek tales of romance, adventure, or personal growth, the world of literature offers an abundance of engaging stories waiting to be discovered. The novel begins with Richard Papan, a bright but troubled young man, arriving at Hampden College. Richard is immediately drawn to the group of students who call themselves the Classics Club. The club is led by Henry Winter, a brilliant and charismatic young man. Henry is obsessed with Greek mythology and philosophy, and he quickly draws Richard into his world. The other members of the Classics Club are equally as fascinating. Bunny Corcoran is a wealthy and spoiled young man who is always looking for a good time. Charles Tavis is a quiet and reserved young man who is deeply in love with Henry. Camilla Macaulay is a beautiful and intelligent young woman who is drawn to the power and danger of the Classics Club. The students are all deeply in love with Morrow, and they are willing to do anything to please him. Morrow is a complex and mysterious figure, and he seems to be manipulating the students for his own purposes. As the students become more involved with Morrow, they begin to commit increasingly dangerous acts. The Secret History is a brilliant and thrilling novel that will keep you speculating until the very end. The novel is a warning tale about the dangers of obsession and the power of evil.

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