

# 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 guests 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

**JR Anderson**



**General Manager Hotel Opening Manual And Checklist:**

## Enjoying the Tune of Phrase: An Emotional Symphony within **General Manager Hotel Opening Manual And Checklist**

In a global used by screens and the ceaseless chatter of instant interaction, the melodic beauty and emotional symphony developed by the written term frequently fade in to the back ground, eclipsed by the persistent noise and distractions that permeate our lives. Nevertheless, situated within the pages of **General Manager Hotel Opening Manual And Checklist** a marvelous literary prize full of fresh thoughts, lies an immersive symphony waiting to be embraced. Crafted by an elegant composer of language, this captivating masterpiece conducts readers on a mental journey, skillfully unraveling the hidden songs and profound influence resonating within each carefully crafted phrase. Within the depths with this touching review, we will examine the book is central harmonies, analyze its enthralling writing type, and submit ourselves to the profound resonance that echoes in the depths of readers souls.

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