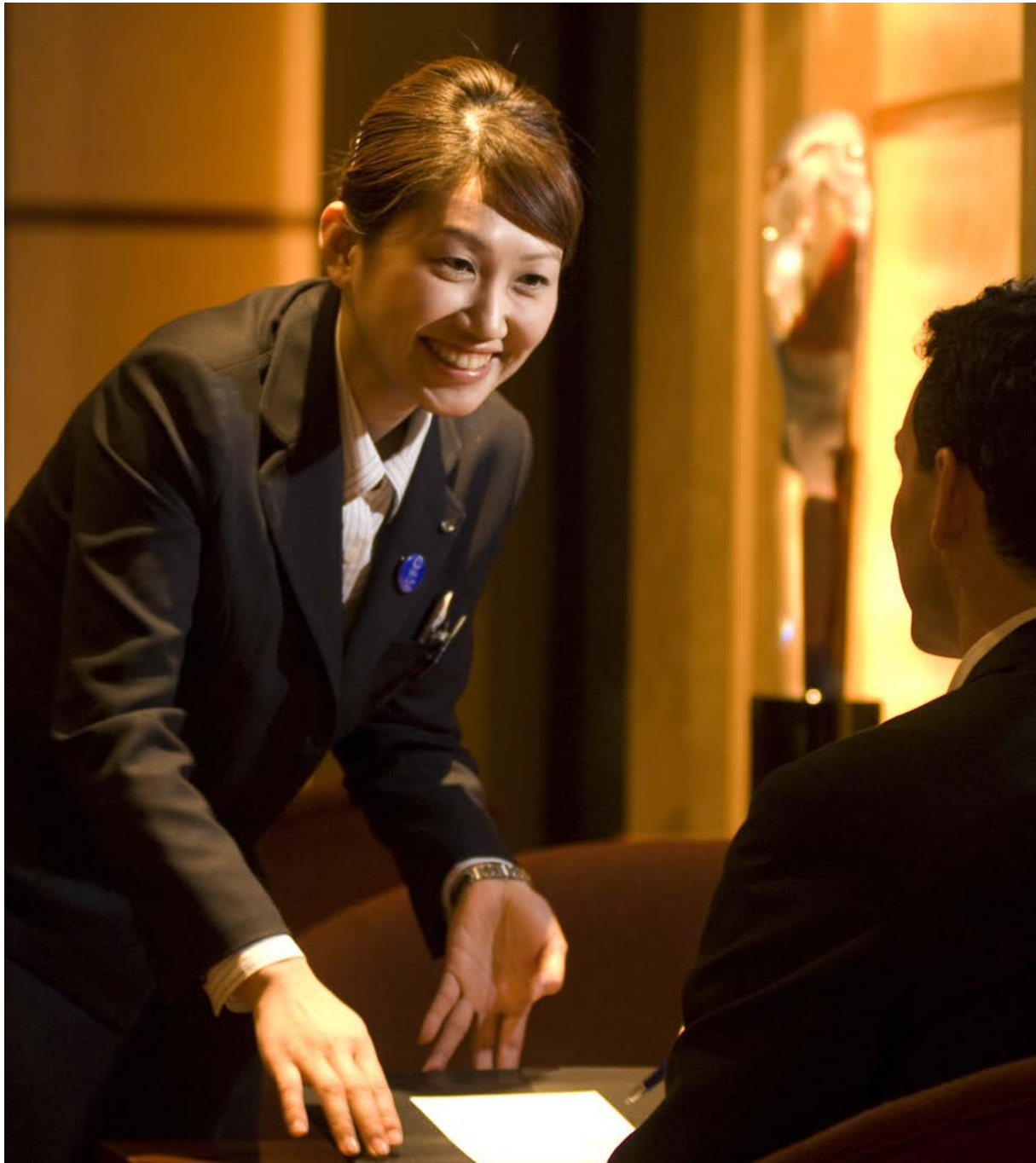


EXECUTIVE LOUNGE

JOB SKILLS HANDBOOK





Welcome!

The Executive Lounge is a special perk we offer our best guests including **loyalty program** members and business travelers looking for a quiet place to meet or work.

Working in the Executive Lounge, you're in a great position to give these important guests the special service that will earn their continued loyalty.

If you follow the standards and procedures in this handbook, you'll be delivering the kind of service that defines the brand: service that's consistent, hassle-free, personalized and inspirational.



Before the Lounge opens make sure the standard breakfast is in place.



Make sure there are at least four types of fruit.



Confirm that refrigerated items are fresh and within serve date.

EXECUTIVE LOUNGE SERVICE PREPARATION

STATION PREPARATION

- Before the Lounge opens – or before the next shift begins – make sure pantry is fully stocked with
 - » Chinaware
 - » Flatware
 - » Glassware
 - » Napkins
 - » Coasters

FLOOR AND STATION SETUP

- Confirm that
 - » The Standard Executive Lounge breakfast is in place
 - » All furniture is positioned according to the layout
- Do whatever is necessary to ensure that carpets and flooring are clean and free from debris
- Clear, sanitize and setup tables

OTHER SETUP ITEMS

- Coffee Machine
 - » Turn on
 - » Grind fresh coffee
 - » Pre-heat coffee thermoses with hot water
- Confirm that Refrigerator(s) are fully stocked with juices, food items and consumables that are fresh and within date (refer to the Executive Lounge Food and Drink specifications for minimum offerings)
- Make certain that a bowl of fresh fruit
 - » Is always stocked at the Welcome station
 - » Features at least 4 types of fruit
 - » Is maintained as long as the Executive Lounge is open

PERSONAL PREPARATION

- Always wear the correct uniform and comply with company grooming standards

EXECUTIVE LOUNGE BREAKFAST SETUP

TABLE SETUP

- Make certain that all tables are set, including
 - » Linen placemat and napkin
 - » Cutlery sets
 - Fork
 - Knife
 - Spoon
 - » Goblet-and-stem style orange juice glasses
 - » Selection of
 - Jams
 - Marmalade
 - Honey
 - » Butter and margarine
 - » Coffee creamer
 - Milk jug with regular or low-fat milk
 - 5 oz Creamer with Half-and-Half
 - » Packets of sugar and substitute sweetener in sugar bowl or caddy
 - » Non-smoking sign or ashtray if the lounge permits smoking

- Fully clean, sanitize and reset tables within 2 minutes after each party has departed

EXECUTIVE FLOOR GUESTS

- Remember that for guests staying on the Executive Floor
 - » Executive Lounge access is free of charge
 - » One extra person may accompany the guest, also at no charge
 - » No billing is involved



Make certain that tables are set with all brand standard items.



Clean and sanitize tables within two minutes after a guest leaves.



Proactively greet each arriving guest.



Escort guests to a table of their choice.

EXECUTIVE LOUNGE BREAKFAST SERVICE

WELCOMING GUESTS

- If you are serving as Host or Hostess
 - » Proactively greet all guests within 30 seconds of arrival
 - » Make the welcome prompt, friendly and efficient
 - » Make eye contact
 - » Warmly say, “Good morning (use Guest’s last name if known – Mr., Mrs., Ms., Miss _____)”
 - » Obtain the guest’s name (if not known) and room number – and confirm that they are entitled to use the lounge
 - » Escort the guest to the table
 - » Promote the Executive Lounge Breakfast buffet and confirm that they understand the service format
 - » Assist with seating as needed
 - » Wish the guest an enjoyable breakfast
- If there is a line at the entrance
 - » Apologize
 - » Offer
 - An alternative breakfast venue and/or
 - A glass of orange juice
 - » If the guest elects to wait, keep them informed of the waiting time

TABLE SERVICE

- Order-taking and service sequence
 - » Ladies
 - » Elders
 - » Children
 - » Host
- When taking orders
 - » Make eye contact with the guest ordering
 - » Make gestures such as nodding so the guest knows you are listening
 - » After all orders are taken, read them back to avoid any mistakes or misunderstandings (and to give the guests a chance to change their mind)

BEVERAGES

- Offer orange juice and coffee and/or tea when guests are seated
- Orange juice
 - » Use a see-through carafe for orange juice
 - » Pour a minimum of 8oz/20cl of juice
- Coffee
 - » Offer fresh brewed caffeinated and decaffeinated coffee
 - » Serve in thermal pots
 - » Place the thermal pot on the table after the initial fill or refill has been poured
- Make sure that glasses and cups are clean, dry, and have no chips or cracks
- Serve beverages within 2 minutes of order

THROUGHOUT THE MEAL SERVICE

- If possible, offer seating assistance to guests returning from the buffet
- Use a tray when carrying glasses, bottles or small items
- Offer to refill juice and hot beverages until the guest departs
- Place a small Hilton branded cocktail paper napkin under all glasses
- If the beverage is not pre-poured
 - » Pour to $\frac{3}{4}$ full at the table
 - » Leave the bottle on the table if all contents don't fit in the glass
 - » Place the bottle with its label facing the guest
- Confirm that you are meeting the guest's needs by discretely and attentively inquiring, "Can I offer you anything else, Sir/Madam?"
- Keep the pantry, buffet and coffee service clean, organized, and stocked
- Clear empty plates and glasses throughout the meal
- If there is a smoking area, keep ashtrays empty and clean at all times

THE FAREWELL

- Make eye contact if possible and appropriate
- Bid a warm farewell, e.g. "Thank you Sir/Madam – enjoy your day, and we hope to see you again soon!"
- As guests leave, make certain that tables are cleaned, sanitized and re-set within 2 minutes

NOTE: Follow these farewell procedures as applicable whenever the Executive Lounge is open and guests are present



Make sure all glasses are spotless.



Offer to refill juice and hot beverages.



Bid a warm farewell to each departing guest.



Complementary beverage bar should be stocked all day.



All day snacks should include fresh fruit, nuts, olives, and crackers.



Make sure your buffet includes a variety of classic teas.

EXECUTIVE LOUNGE ALL DAY BUFFET/ REFRESHMENT BAR

- Make sure that the complementary all day refreshment bar is
 - » Prepared and available to guests
 - As soon as breakfast is over
 - Until the Lounge is closed
 - » Stocked with
 - The same hot drink selection as breakfast (prepare hot drinks when possible, even if an automatic machine is present)
 - Fresh juices in juice dispensers or chilled carafe
 - Still and sparkling water
 - A full selection of soft drinks and mixtures
 - Local and imported beers and wines
 - A snack selection, including
 - Fresh fruit
 - Dried nuts
 - Olives
 - Savory crackers
 - Refer to the Executive Lounge Food and Drink Specifications for details and minimum offerings
- Maintain the same order taking/service sequence, techniques and standards as you do during breakfast

TEA SERVICE BUFFET

- Set up and maintain a Pastry Buffet between 3PM/15:00 and 5PM/18:00
- Make certain that the buffet includes
 - » A selection of cookies, scones, and local specialties
 - » A selection of whole cakes, including mini fruit tartlets
 - » Mini sandwiches
 - » Classic teas
 - English Breakfast
 - Darjeeling
 - Earl Gray
 - Green tea
 - White tea
 - » Refer to the Executive Lounge Food and Drinks Specifications for details
- If your hotel serves traditional afternoon tea, make certain you know and follow all established procedures

EVENING SERVICE BUFFET

(FROM 6PM/18:00)

EVENING BEVERAGE SELECTION

- Make certain that the same beverage selection as offered in the day buffet is available (with hot beverages available on request)
- In addition, confirm that
 - » A selection of internationally recognized spirits and cordials/liqueurs is also available
 - » You know and follow any established Beverage Pouring Agreements

EVENING FOOD SELECTION

- Lay out hors d'oeuvres/canapés in a chafing dish for self-service
- Rotate offerings so that any one selection is not offered more than once a week
- Make certain that food labels are present and accurate
- Also lay out
 - » Cheese platters
 - » A selection of olives
 - » Crudités with dips
 - » Salty savories
- On each table place (and maintain) a selection of dried nuts

AFTER HOURS SERVICE

(FROM 10PM/22:00)

- Make sure that guests who return to the Executive Lounge after service hours can serve themselves
 - » Self-service coffee
 - » A selection of soft drinks and juices
 - » Fresh fruit in a bowl (again, at least 4 types)
 - » A selection of dried nuts
 - » A selection of snack mixes
 - » After dinner mints and chocolates



Maintain a varied selection of internationally known spirits and liqueurs.



Each table should have a selection of nuts.





Executive Floor guests may check in at the Executive Lounge.



Have guests sign their registration form.



Be sure to offer a personal Welcome letter.

GUEST SERVICES AVAILABLE IN THE EXECUTIVE LOUNGE

CHECK IN

- Executive Floor guests may go through check-in procedures at the front desk or be referred to the Executive Lounge, if facilities there are available
- Your fellow Team Mates at the Front Desk will contact you or someone else in the Executive Lounge when check-ins are about to arrive
- When guests referred from the Front Desk enter the Executive Lounge, greet them by name and begin the standard Executive Floor Check In
 - » Check with hotel records or reservation information to retrieve the guest's pre-registration data
 - » Whenever possible, pre-print the guest's registration card
 - » Make sure a personal Welcome letter is printed
 - » If the guest is an loyalty program member
 - Confirm their membership number
 - Retrieve the pre-printed registration card from behind the loyalty program check-in guest
 - Ask if the guest is familiar with the benefits of express check-out, and if not, explain them
 - » If the guest is not an loyalty program member, explain the benefits of membership » Confirm
 - Room type
 - Smoking/Non-Smoking
 - Departure date
 - Room Rate
 - Frequent Flier Points (FFP) membership number
 - If no FFP number is in the system
 - Encourage the guest to provide their card
 - Mention the "double dip benefit"
 - » If the guest has previously stayed at the hotel
 - Mention an appropriate and positive fact about their history with us
 - Indicate that you and your hotel value their return
 - » Have the guest sign their registration form
 - » Know and follow your hotel's procedures for taking credit card information
 - » Explain and encourage the guest to make full use of
 - The features of the Executive Floor
 - The key benefits of the Executive Lounge, including
 - Breakfast
 - Express check out
 - Etc.

- » Give the guest
 - Their personal Welcome letter
 - The phone number of the Executive Floor Desk (written on a personal business card if appropriate)
 - Their room number (in writing only, never verbally)
- » Ask if the guest needs
 - Any ticket confirmations
 - Unpacking assistance
- » Advise guests of
 - Their choice of check-out arrangements
 - Their ability to have special advance arrangements made for limo services, luggage storage, etc.
 - Their ability to make future room reservations by contacting the Executive Desk
- » Offer the guest a welcome drink of their choice; if they don't accept the offer, invite them to return for one at their convenience
- » If possible, escort the guest to their room (or have them escorted by a fellow Team Member) and offer assistance with luggage
- » After escorting the guest, be prepared to point out (as appropriate) one or two features of their room that might otherwise be overlooked

DEPARTURE

- The night before any guest who has provided a credit card voucher checks out, make certain they've been offered the option of Express Checkout.
- Make certain that, overnight, the guest receives under their door
 - » An advance copy of the folio
 - » A declaration for them to sign
 - » A note explaining that
 - The declaration can be signed and left at the desk or
 - A final folio can be printed and signed over breakfast
- If the guest has asked for any special arrangements (limo services, luggage storage, etc.), make certain that they have been made and confirmed
- Ask guests who are eating breakfast on their day of departure, and who have not handed in the folio, if they would like another copy
- Explain
 - » They can review and settle the account without waiting at the Executive Floor desk
 - » Final check-out times can be determined
- Finally, handle their check out and attend to any needs as requested – and remember to follow all Farewell protocols when they leave: thanking them for staying with us and inviting them to return



If possible escort Executive Floor guests to their room and assist with luggage.



Make sure departing guests receive an advance copy of their folio overnight.

By following the procedures shown here you'll positively impact these **Key Performance Indicators (KPI)**

- Speed/efficiency of check-in process
- Helpfulness of Hotel Staff
- Accuracy of bill
- Overall Experience and Overall Service
- Intent to return to this hotel
- Intent to return
- Overall Arrival
- Overall Departure
- Would Recommend

