

	<b>QUALITY ASSURANCE Brand Service Standards</b>	<i>CODE:</i> 09.02.001
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 3

## GENERAL SERVICE STANDARDS

### 'OUR SERVICE'

1. 'OUR SERVICE' provides guests with a hotline to the following guest services:
  - Concierge
  - Laundry
  - Housekeeping
  - Front Office
  - Engineering
2. 'OUR Service' phone coverage is provided 24 hours a day, 7 days a week.
3. The background is free of any noise or disturbance.
4. When guests call 'OUR Service,' they only make one point of contact and never have to repeat the details of their request or dial another extension.
5. 'OUR Service' services fill/deliver 'OUR Service' within the promised time frame.
6. Routine requests for standard stocked items are filled within 10 minutes.
7. The Hotel's Operator will:
8. Be pleasant, unhurried and well organized.
9. Answer calls from the guest room within 3 rings, "Good morning (afternoon/ evening), 'OUR Service.' This is [Operator name], how may I help you?"
10. Pick up unanswered incoming calls to the guest room within 5 rings, and offer the caller the options of leaving the guest a written or voice mail message or returning to the PBX Operator.
11. Not put guests on hold for more than 15 seconds; if a longer hold is unavoidable, offer guests a call back, which is placed within 3 minutes.
12. Provide an estimated delivery or service time, where applicable.

### WAKE-UP CALLS

13. Record wake-up call requests promptly with the guest name, room number and time of the desired call.
14. Repeat the wake-up call time back to the guest to ensure accuracy.
15. Offer guests requesting a wake-up call the additional option of placing a room service breakfast order.
16. Deliver the wake-up call within 2 minutes of the requested time in a calm, clear voice, "Good morning, Mr/s. [name]. This is your wake-up call. It is currently [time]."

	<b>QUALITY ASSURANCE Brand Service Standards</b>	<i>CODE:</i> 09.02.001
		<i>EDITION:</i> 1
		<i>PAGE</i> 2 OF 3

- Offer a follow-up wake-up call within 10 minutes of the prior wake-up call and a room service breakfast order, if an order has not already been placed.

#### **HOTEL EMPLOYEES**

##### **Each Hotel Employee will:**

- Appear fresh, clean, polished and well-fitted, with a name badge on the left lapel.
- Acknowledge guests with eye contact, a friendly smile and a verbal greeting.
- Use the guest's name whenever possible and appropriate.
- Take ownership of 'Millenium Service' and not refer guests elsewhere.
- Address guests and other Hotel Employees in a courteous and attentive manner.
- Be knowledgeable about the Hotel, including the day's events and banquet functions.
- Accompany guests to requested areas.
- Pick up items and debris in the public areas.
- Use positive language and convey a positive mood whenever in conversation with guests.
- Never criticize or place blame on another Hotel Employee.
- Approach guests who appear lost or unsure and assist them or accompany them to the requested area.
- Hold doors open for guests, and invite guests to move in/out of elevators and public spaces first.
- Offer to carry bags for guests when they pass through public areas.

#### **HOTEL & PUBLIC AREAS**

- Hotel and public areas are immaculately clean and welcoming.
- The Hotel Lobby always has a distinctive floral arrangement.
- Offices are clean, efficient and professional in appearance.
- Signage is clearly visible, dust free, well polished and in good condition.
- Carpets are clean and free of spots, holes and tears, with no frayed edges.
- All brass is polished, shining and free of fingerprints.
- Ashtrays hold no more than one cigarette butt before being cleaned.
- House phones are clean, with a fresh notepad and pencil nearby.
- Furniture is dust free, not chipped, without stains, not wobbly and in like-new condition.
- Walls and ceilings are clean, without scratches, spots or discoloration.
- Electrical switches are in good working order.
- Light bulbs are working and dust free.
- Windows and mirrors are clean, with no streaks or smudges.

	<b>QUALITY ASSURANCE Brand Service Standards</b>	<i>CODE:</i> 09.02.001
		<i>EDITION:</i> 1
		<i>PAGE</i> 3 OF 3

14. During servicing of public areas, the Public Area Attendant carries a basket that is neatly stocked and does not obstruct passing guests.
15. Public coatrooms are clean and fresh smelling.
16. Public restrooms are clean, spotless, sanitized and fresh smelling, with no cracks, chips or discolored grout.
17. All public restrooms are well stocked and maintained and meet the following requirements:
  - There are 2 rolls of toilet tissue per stall.
  - Facial tissue is provided.
  - Liquid soaps are at least 1/2 full.
  - Clean washcloths are neatly folded and stacked.
  - Trash bins are clean, not overflowing and clearly separated from used-towels baskets.
  - All fixtures and faucets are polished, shiny and in good repair.

#### **EXTERIOR & LANDSCAPE**

1. All Hotel and exterior signage is clearly visible, well lit and in good repair.
2. Entrance doors operate smoothly and properly.
3. The Hotel entrance is clean, well lit and welcoming, free of obstructions and debris.
4. Parking lots are well lit and well maintained.
5. The driveway area is free of oil and debris.
6. Walkways are clean and welcoming, free of debris and well lit.
7. Plants are appropriately sized, healthy and well maintained.
8. Flags are clean and not torn.
9. The Hotel flag hangs at the appropriate height as per local protocol.