



**QUALITY ASSURANCE  
Brand Service Standards**

CODE: 09.02.006

EDITION: 1

PAGE 1 OF 2

**WELCOME & REGISTRATION**

The Hotel's Receptionist will:

1. Be visible at registration area or Hotel lobby at all times.
2. Smile and make eye contact with all guests at or passing Reception.
3. Acknowledge guests arriving at Reception within approximately 10 seconds.
4. Give guests a warm welcome and a sense of, "We are expecting you."
5. Request assistance from another Hotel Employee if more than one guest is waiting.
6. Accommodate guests appearing to be in a hurry by offering immediate service in alignment with their needs.
7. Greet return and special guests by name, give them a welcome folder and take them directly to their room.
8. Give guests with reservations a pre-printed registration card, and review details with the guest for accuracy:
  - Number of nights • Number of rooms
  - Number of guests • Spelling of last name • Contact details
9. Confirm method of payment, and take imprint of the credit card to be used for payment.
10. Ask if the guest has an air miles/frequent flyer card or HHonors card.
11. Confirm special requests, including the preferred newspaper.
12. Present the guest with waiting messages or appointment cards, and advise the guest if larger packages have been sent to the room.
13. Explain dining options for the current or next available meal period.
14. Never verbalize the room number or rate, but point them out to the guest on the Welcome Folder.
15. Explain the use of the key card before placing it in the welcome folder.
16. Offer all guests an escort to the room.
17. Ensure that luggage is delivered to the room within 7 minutes, and explain "Do Not Disturb" and fire exits if the guest declines the escort.
18. For guests arriving before the Hotel's published arrival time, provide an approximate time when the room will be ready, and offer the guest the use of changing facilities and luggage storage.
19. If the room is not ready after the published arrival time, show guests to the lounge area and offer them a complimentary beverage or light meal.
20. Page or call waiting guests and give them their welcome folder when the room is ready.
21. Thank all guests upon completion of the registration process, and wish them a pleasant stay.

Additional Hotel standards for arrival by Hotel-arranged transport:



**QUALITY ASSURANCE  
Brand Service Standards**

*CODE:* 09.02.006

*EDITION:* 1

*PAGE* 2 OF 2

22. Driver will welcome guest, introduce himself and inform guest of time it takes to reach destination
23. Passengers will be offered refreshment water during their journey.
24. Vehicle temperature will be set as per guest requirements.
25. Driver will phone ahead to reception 5 minutes before arrival at the Resort.
26. Hotel Host will be at curbside to welcome guests.