



**QUALITY ASSURANCE
Brand Service Standards**

CODE: 09.02.013

EDITION: 1

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BUSINESS CENTER

1. The Business Center is accessible 24 hours a day, 7 days a week and is staffed at a minimum 8:00am - 9:00pm local time during weekdays.
2. Hours are clearly posted.
3. Services with prices are clearly posted inside the Center.
4. Hotel Employees are knowledgeable about equipment available in the Business Center: printers, computers, fax, photocopier, Internet, cables and connections.
5. Business Center Employees are knowledgeable about software programs and how to set up and connect equipment, such as printers and modems.
6. Business center Employees are available to assist guests with printing, photocopying, secretarial services, mobile phones and personal computers.
7. Clerical work done for guests is accurately and attractively completed and delivered at or before the agreed-upon time.
8. Business Center services may be charged to the guest room.