

QUALITY / SLEEP * GUEST SERVICES TRAINING CHECKLIST

PROPERTY ORIENTATION

- ___ 1. TOUR OF PROPERTY-ALL ROOM TYPES AND MEETING ROOMS
- ___ 2. LOCATION OF VENDING, ICE, LAUNDRY, BUSINESS CENTER, FITNESS CENTER, POOL
- ___ 3. LOCATION OF HOUSEKEEPING, GM, HKP LAUNDRY, BREAKFAST
- ___ 4. INTRODUCTION TO MAINTENANCE, HOUSEKEEPING, REST OF STAFF
- ___ 5. MAP OF PROPERTY AND ENTRANCES
- ___ 6. COMPETITIVE ANALYSIS—MAJOR COMPETITORS
- ___ 7. LOCATION OF HOTEL-DIRECTIONS
- ___ 8. LOCATION OF LOCAL ATTRACTIONS
- ___ 9. KEY ADVANTAGES: BRAND NEW, SERVICE, BREAKFAST, TV'S, RATES

CUSTOMER SERVICE

- ___ 1. NAME TAG, UNIFORM, NEAT APPEARANCE & SMILE
- ___ 2. SERVICE ATTITUDE
- ___ 3. TREAT EVERYONE WITH WORLD-CLASS HOSPITALITY
- ___ 4. IT'S MY PLEASURE! AT YOUR SERVICE!
- ___ 5. HANDLING OF COMPLAINTS / COMMENTS – FRONT DESK / MAINTENANCE LOG
- ___ 6. ANSWERING PHONE-SCRIPT-SMILE
- ___ 7. WHEN TO CALL GM / GOOGLE TALK

FRONT DESK OPERATIONS

- ___ 1. FRONT DESK MANUAL
- ___ 2. RATE SHEET & RATE CODES
- ___ 3. ONITY KEY SYSTEM / HARD KEYS – KEY CONTROL SYSTEMS
- ___ 4. TELEPHONE-RESERVATIONS SCRIPT—SHOP CALLS
- ___ 5. ONLINE RESERVATIONS
- ___ 6. CHECK-IN
- ___ 7. CASH DRAWER – POSTING, PAPERWORK
- ___ 8. TRACKING OF COMPANIES & MARKET SOURCE
- ___ 9. TRAVEL AGENTS
- ___ 10. CHECK-OUT
- ___ 11. DIRECT BILLS – BUCKET, BINDER, SETUP
- ___ 12. CREDIT CARD AUTHORIZATION FORMS
- ___ 13. TAX-EXEMPT PROCEDURE
- ___ 14. REGISTRATION FOLIO BUCKET
- ___ 15. HANDLING OF GROUPS
- ___ 16. MEETING ROOM RENTAL
- ___ 17. ROOM ADJUSTMENTS – APPROVAL
- ___ 18. FIRST SHIFT CHECKLIST
- ___ 19. SECOND SHIFT CHECKLIST
- ___ 20. THIRD SHIFT CHECKLIST
- ___ 21. CLOSING SHIFT
- ___ 22. FRONT DESK LOG
- ___ 23. FAX MACHINE / COPIER / BACK OFFICE
- ___ 24. EMERGENCY PROCEDURES

CROSS-DEPARTMENTS

- ___ 1. BREAKFAST – ASSIST WHEN POSSIBLE
- ___ 2. HOUSEKEEPING – DUE OUTS, ROOM STATUS, COORDINATION
- ___ 3. MAINTENANCE – LOG ALL ISSUES, REQUEST SLIPS
- ___ 4. SALES – SCREENING CALLS, IN/OUT SIGN, GROUP & MEETING BINDER

I UNDERSTAND THE PROPER PROCEDURES AND INFORMATION FOR THE ABOVE ITEMS.

MANAGER