



TASK 01: Offer A Warm Welcome (Smile)

PROCEDURE	STANDARD
<ul style="list-style-type: none"> <li>■ Acknowledge all guests (internal-external) enthusiastically approaching within 6 feet. Provide a warm greeting, offering both a salutation and assistance. Use guest name when known. <b>Example: Good Morning/Afternoon/ Evening Mr. _____, How may I assist you?</b></li> <li>1) If a guest approaches while you are busy with administrative or other work not involving a guest, stop what you are doing and assist the guest, never ignore him/her.</li> <li>2) If you are busy on the telephone or assisting another guest, excuse yourself to the party and greet guest the guest you will be with him/her momentarily. <b>Example: Good Morning/Afternoon/ Evening, I will be with you momentarily.</b></li> <li>3) Assist any guest before helping employees.</li>   <li>■ Personalize your service to each guest: <ul style="list-style-type: none"> <li>1) Identify type of guest in front of you and their possible needs.</li> <li>2) Ask for and use guest's name whenever possible.</li> <li>3) Offer assistance and your name. <b>Example: Mr. _____, My name is _____, If I may be of any assistance, please do not hesitate to ask. Have a great day.</b></li> <li>4) Ask information questions whenever appropriate. <b>Example “ are you enjoying your stay?”</b></li> </ul> </li>   <li>■ Practice a sincere smile and use eye contact when communicating with a guest.</li>   <li>■ Smile with your eyes and your mouth.</li>   <li>■ Speak first &amp; last.</li>   <li>■ Always practice “Thank you, you are welcome and please” in any interaction.</li> </ul>	<ul style="list-style-type: none"> <li>■ All guests will be greeted within 6 feet, smiled at and eye contact made.</li>   <li>■ Guest names will be used as much as possible.</li>   <li>■ Guest should not be acknowledged by first name, instead addressed by title and surname (Mr., Mrs., Dr.)</li>   <li>■ Guest is never ignored.</li>   <li>■ Eye contact should be established with all approaching guests.</li>   <li>■ All guests will be attended to before employees.</li> </ul> <hr/> <p style="text-align: center;"><b>QUESTIONS FOR PRE-SHIFTS</b></p> <ul style="list-style-type: none"> <li>• How far away do you greet a guest?</li>   <li>• How do you acknowledge a guest?</li>   <li>• What should you use if known?</li>   <li>• Why is a guest never ignored</li>   <li>• What needs to be established with ever approaching guest?</li>   <li>• Who speaks first and last?</li>   <li>• What do you need to say at the end of a guest interaction?</li> </ul>