



OFFER A WARM WELCOME

INTEREST & NEED	<p>How would it make you feel if you walked into a place of business and the employees did not smile and look you in the eye?</p> <p>How did that make you feel?</p> <p>We need to make sure our guests don't experience that and we need to make them feel welcome as they pay for us!</p>
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TITLE (of task)	Offer A Warm Welcome
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RANGE & OBJECTIVE	<p>I will ask you questions and you may ask me questions.</p> <p>By the end of this session you will be able to Offer A Warm Welcome in our department to the hotel standards.</p>
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Procedures	Standards
<p>Q. At what distance should you acknowledge a guest non-verbally?</p> <ul style="list-style-type: none"> ■ Acknowledge all guests (internal-external) enthusiastically approaching within 10 feet. <p>Q. At what distance should you acknowledge a guest verbally?</p> <ul style="list-style-type: none"> ■ At 5 feet provide a warm greeting, offering both a salutation and assistance. Use guest name when known. <p>Q. Where can we find the guest's name in our department?</p> <p>Q. What should we say when we greet the guests in our department?</p> <p>Example: Good Morning/Afternoon/ Evening Mr. _____, How may I assist you?</p>	<p>Q. How do we acknowledge our guests non-verbally?</p> <ul style="list-style-type: none"> ■ All guests will be greeted with a smile and eye contact. <p>Q. If you know the guest's name, how often should we use it?</p> <ul style="list-style-type: none"> ■ Guest names will be used at least once during each interaction. ■ Guests are never ignored. <p>Q. What might we do that gives the guest the impression we are ignoring them?</p>

LINK FORWARD	Tomorrow we will role play what we learned today.
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INTEREST & NEED

Yesterday we reviewed how to begin to Offer A Warm Welcome.

Today we need to practice putting this Promise into action in our department.

TITLE (of task)

Offer A Warm Welcome

RANGE & OBJECTIVE

I will ask you questions and you may ask me questions, and some of you will do a role play.

By the end of this session you will be able to demonstrate how to **Offer A Warm Welcome** in our department to the hotel standards.

KEY QUESTIONS TO TEST LEARNING:

- Q: At what distance do we acknowledge a guest non-verbally?
- Q: At what distance do we acknowledge a guest verbally?
- Q: What should we use if we know it?
- Q: How often should we use the guest's name?
- Q: Where should we be looking when talking to a guest?

ROLE PLAY (In Pre-shift)

Pick one scenario from below to role play with the team or make your own

1. One person is a guest and one is an employee. Demonstrate this promise.
2. A guest comes to your counter or desk. Use the proper greeting.
3. You are cleaning the guests room and the guests walk in. Use the proper greeting.

PRAISE TRAINEE (or correct if necessary)

LINK FORWARD

Tomorrow we will continue learning how to **Offer A Warm Welcome**.