



Front Desk Manual

(It is important that you review every section of this manual and add to, change or remove all sections that do not match up with your property. It is also important to review this document with regards to what is legally correct in your operating area and if you operate in a union environment, that the words stay within the context of the existing union contract.)

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Welcome

Welcome to **Your Hotel**. You have joined a young, progressive, growing company in the hospitality industry. To sustain the growth that we have enjoyed, however, we must continue to successfully respond to the service needs of our guests. We can do that only through you...gracious, friendly and professional employees.

Our guests expect **Your Hotel** staff to be polite and well groomed, to be responsive, answer any questions and to handle all transactions efficiently and in a positive manner. Because Housekeeping is working in view of our guests, you must exhibit these characteristics at all times.

Our Mission

The Guest Service Department's mission is to respond to and resolve all guest concerns in a manner which will promote guest loyalty. This means that guest concerns and complaints will be resolved swiftly and fairly. Our role is not to determine who is right or wrong, or to assess blame, but rather to make the complaint go away, and restore the guest's faith in our brand. Our operating Departmental motto is *"The Guest Is Always Right"*.

What Is a Guest Service Representative?

As a Guest Service Representative (GSR), you perform a vital service to everyone who stays in your hotel.

The following definitions will give you a good idea of what your position involves.

- Guest** *A person to whom hospitality is extended.* Guests are not an interruption of your work; guests are your work. Without them you would not have a job. Guests do us a favour by giving us the opportunity to serve them.
- Service** *The work performed by one who attends to people's needs.* You have the opportunity to delight guests. Serve each guest as you would like to be served.
- Representative** *One who serves as an example of a business organization.* In other words, to guests, you are Days Inn. You are one of guests' first contacts with the hotel. As an **Our Hotel** GSR, you are challenged to give courteous and friendly service to every guest, every day, during every stay.

The Front Office – which you are a part of – is the most visible department in the hotel, with the greatest amount of guest contact. The desk where you work is where guests check in, check out, drop off mail, sign out safe-deposit boxes, ask questions, request wake-up calls, ask for directions, and much more.

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