



Management/Staff 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. If you operate in a union environment, make sure all words stay within the context of the existing union contract.)

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Welcome

The Brand

In this section, outline the history of the brand including but not limited to:

- Location of head office
- History of the Brand
- Co-Brands
- The Brand positioning statement

Your Hotel

In this section, outline the history of your property including but not limited to:

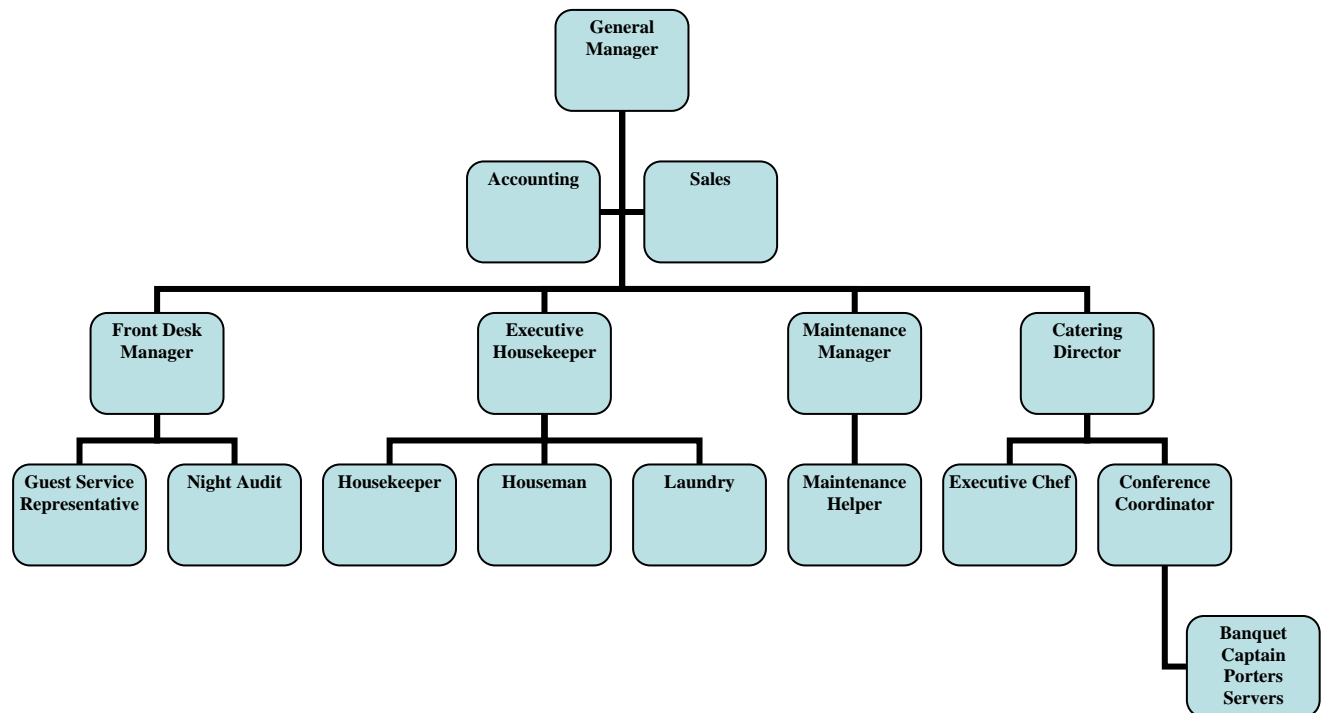
- Location of head office if different from the property
- History of your property
- Your Hotel's contribution to the community at large
- Your Hotel's positioning statement
- Your Hotel's operating philosophy

Important Telephone Numbers

List all numbers and extensions that are important to the team.

Organization Chart

Make as complete as possible.



I Can Do It!

***I Can Do It!* Guest Service at Your Hotel**

Now that you're an Our Hotel employee, you'll hear a lot about "*I Can Do It!*" service. "*I Can Do It!*" is Our Hotel's way of providing quality service to guests. "*I Can Do It!*" involves:

- An "*I Can Do It!*" attitude. This is an attitude that is positive towards servicing the guest and team members, and it is positive towards the job that we do.
- Delivering Our Hotel's three "*I Can Do It!*" service standards:
 - Give Personal Attention
 - Take Personal Responsibility
 - Use Teamwork
- Reaching Our Hotel's service goal.

The "*I Can Do It!*" Service Model

The "*I Can Do It!*" Service Model shows how an "*I Can Do It!*" attitude, the three "*I Can Do It!*" service standards and Our Hotel's service goal are related to each other.



Our "*I Can Do It!*" ATTITUDE influences our ACTIONS

Our ACTIONS, or delivery of the "*I Can Do It!*" standards, creates the RESULTS we get

The RESULTS—Our Hotel's service goal, influences our "*I Can Do It!*" ATTITUDE, and the cycle continues

Our Hotel's Service Goal:

We create 100% guest satisfaction by providing *I Can Do It!* **real hospitality** and by **exceeding expectations**.

Real hospitality can only be delivered when people care. It happens when we want to serve guests as real people, in a more personal way. Our Hotel is known for our genuine hospitality. It sets us apart from all other hotel companies in the world.

To **exceed expectations**, you need to figure out what the guest really wants by listening closely, noticing the guest's needs and emotions, and asking questions to clarify what you think the guest is asking for. Then, look for a way to do more than the guest expects.

An "*I Can Do It!*" Attitude

There's a saying at Our Hotel: "We don't hire people and train them to be nice. We hire nice people and train them to be excellent employees." You were selected from all other job candidates because we know you have the attitude to master the qualities needed to deliver "*I Can Do It!*" service to each guest.

Order Form

Please complete this form to order your copy of our **Management and Staff Manual**.

\$49.00*

This manual will be delivered as a MS Word Document via email. It can be completely customized for your property. If a DVD is required you will be quoted on the additional cost mailing and handling charges.

Please fill out this form.

Company Name		Address		
Contact Person	City	Province/State	Postal Code/ZIP	
Area code / Telephone Number	Contact Extension or Telephone Number	Email Address		
Fax Number	<input type="checkbox"/> Cheque Enclosed	<input type="checkbox"/> Credit Card	Visa/MasterCard/Amex #	Expiry
Name on Card	Signature	Today's Date		

If paying by credit card, please fax completed form to 613-546-2893.

If paying by cheque, please fax the completed form to 613-546-2893 and please mail completed form with payment to the address below.

* All pricing is in Canadian Dollars. All pricing is plus applicable taxes (applies only to Canada)

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