

ALL NOTES/COMMENTS APPLY TO BOTH SIDES OF THE STREET

**FRONT DESK MEETING NOTES**

1. Scheduling for us volume of business.

2. Uniform standard for all

3. Perception:

a.) Everyone at the FD is to "stand" when a guest approaches desk

4. Telephone Etiquette

a.) We "must" learn how to "bank" calls (on hold) to answer other incoming calls. (Does new phone not allow us to free up phone?) Use verbal phrases like "Please & Thank you", "My Pleasure to connect you".

b.) Proper English to be used at all times. Please avoid words such as:

1. yep

2. um

3. nope

c.) Give pertinent information only.

Example:

There should not be any conversation with guests about incidents, irregularity or personnel issues. (Includes Mr. Sheridan)

5. Electric time clock ONLY!!!!!!!!!!

6. No personal conversations or business related conversations to be held in front of guests, all employee conversations to stop as soon as a guest is in view.

7. Personal phone calls & cell phones.

## **PROTOCOLLS**

### **EMERGENCY SITUATIONS**

List of local agencies

1. Police #
2. Fire #
3. Medical #
4. Electrical
5. Water

### **SERVICE PROVIDERS**

1. Internet
2. NYSEG
3. Cable

**GUEST SATISFACTION** solutions/allowed discounts @ desk prior to C/O

1. Expectation - 15%
2. Equipment Failure (HVAC, Cable) - 30%
3. Cleanliness - 30%
4. Noise - 20%

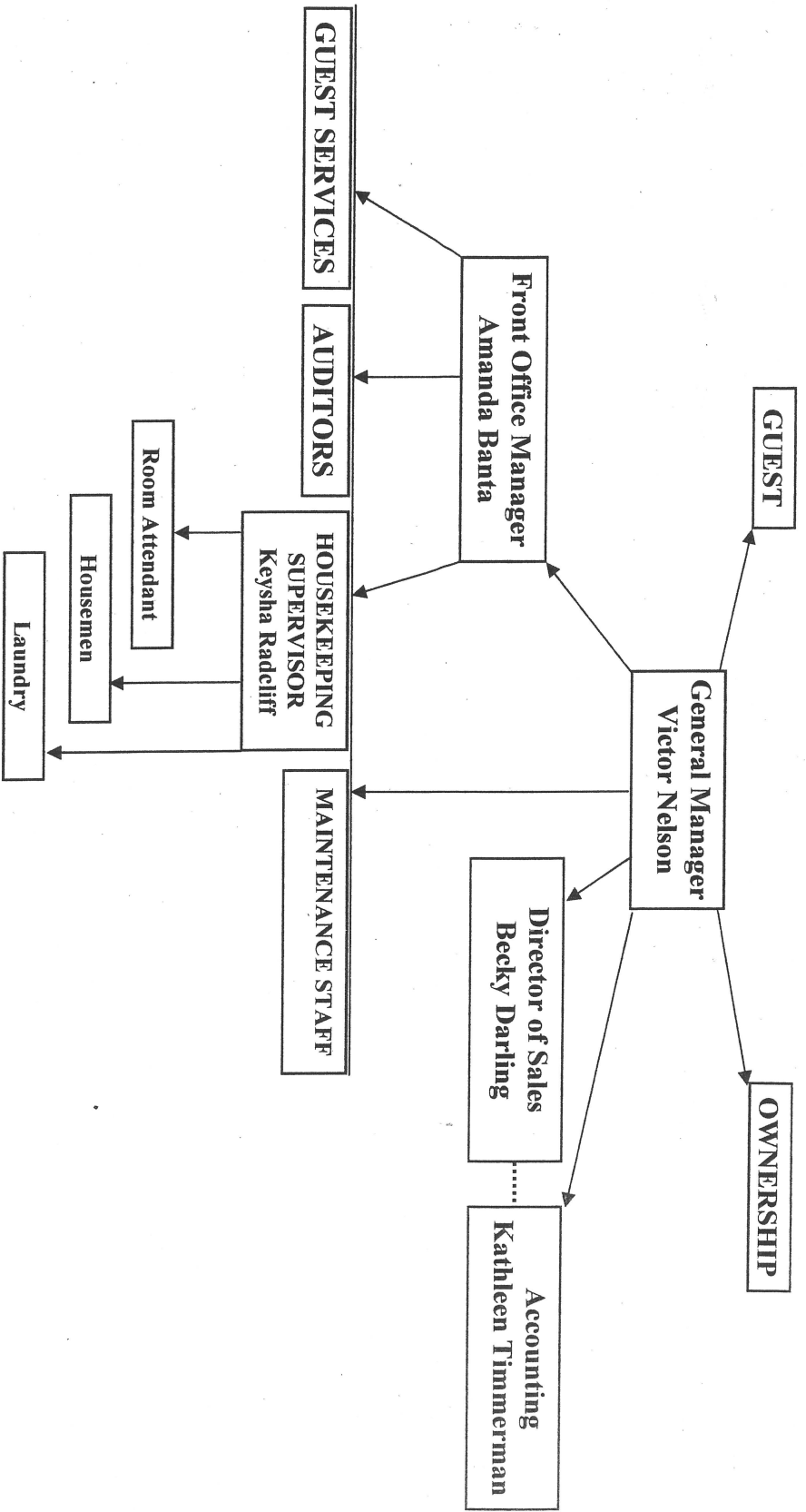
### **OTHER PROTOCOLLS**

- \* Sales related
- \* Reservations related (Special Event)
- \* Accounting related

## **PROPER REPORTING**

\* Incident reports are to be completed for all incidents of concerned and copied to Amanda & Victor.

\* Work orders are to be completed for all items/issues reported and or acknowledged to be in disrepair or not functioning properly.



**PROCEDURE FOR EMERGENCY, AFTER HOUR AND OPERATIONAL CONCERNS;**

<b>EMERGENCY</b>	<b>OPERATIONAL</b>	<b>MAINT. CONCERNS AFTER HOURS</b>
<b>1ST CALL</b>	<b>PROPER AGENCY</b>	<b>VICTOR/AMANDA</b>
<b>2ND CALL</b>	<b>VICTOR/AMANDA</b>	<b>JERRY/MIKE</b>