

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%

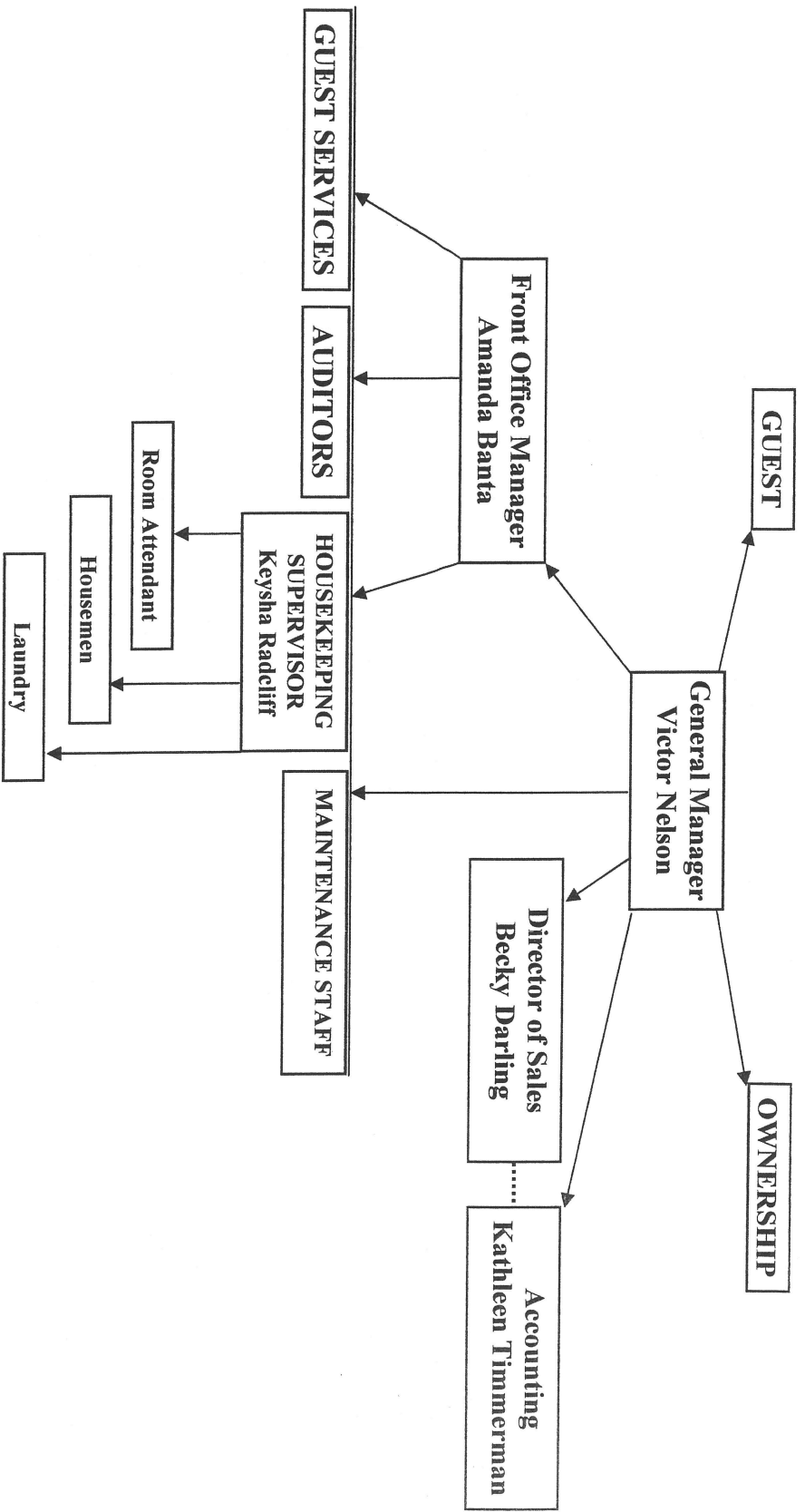
OTHER PROTOCOLLS

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

PROPER REPORTING

* Incident reports are to be completed for all incidents of concern 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;

1ST CALL
2ND CALL

EMERGENCY
PROPER AGENCY
VICTOR/AMANDA

OPERATIONAL
VICTOR
AMANDA

MAINT. CONCERNS AFTER HOURS
VICTOR/AMANDA
JERRY/MIKE