

A Promise as Sure as the Sun®
Front Desk HOST Guide



The Shining New Standard for Guest Satisfaction



Arrive

Use the guidelines and brand standards below to positively impact the guests' stay upon their arrival:



"Delivering exceptional memories is about touching your customer's heart. It is the unscripted, genuinely sincere, uniquely personal actions that come together to create a memory of a lifetime."

— Cory Pantelakis,
founder of Right Enterprises Inc.

HOST Behaviors

- Take ownership of guest requests
- Follow-up on all guest requests and concerns
- Demonstrate a sunny attitude
- Create an environment that is clean, safe and comfortable
- Be attentive, knowledgeable and responsive
- Use name when engaging guests by phone and in person
- Actively seek out ways to improve guest experiences
- Wear your uniform and name badge

Motto: *"We're here to make your travels trouble-free and more enjoyable!"*

Entrance/Lobby Appearance:

- Look at the lobby and front desk from the guest's point of view
- If the entrance area, lobby or front desk looks sloppy or unorganized – so do you!
- Pick up trash and dispose of accordingly
- Fold discarded newspapers up and place neatly in designated area
- File and clean as you work
- Maintain a stock of neatly arranged supplies
- Update the function reader board
- If necessary, contact the housekeeping department and ask that a public area attendant be sent to clean any area of the lobby that needs it.



The Service Promise plaque, prominently displayed at the front desk.



Reside

Use the guidelines and brand standards below to positively impact the guests' stay while they reside with you:

Warm Greeting:

All staff members should offer a warm greeting whenever encountering guests!

"I hope you have an enjoyable day!"

*"My name is Jane.
Please tell me if there is anything
we can do to help you during
your stay."*

Warm Greeting Quick Tips!

Mirror the mood of the guest!

- If a guest is happy and perky, adopt their attitude.
- If a guest is tired and hassled, perky might not work! Try using a calm, even disposition.

HOST Behaviors

Inform the Guest:

Don't wait to be asked! Offer local recommendations and information!

- Make copies of information (maps, hours, prices) for the most requested local businesses
- Keep at least 10-15 copies of printed information ready to give to guests
- Request brochures, maps, and other information from local attractions
- Highlight the best routes on area maps
- Explain to callers how to enter the front drive of your property if it is not obvious
- Keep directions as simple as you can
- Plan ahead and practice giving directions to major points in the city



The Hospitality Zone:

The Hospitality Zone is one way we have to “Wow” the guest! Simply put, the Hospitality Zone means that when you are within 10 feet of the guest, you should make eye contact with them and smile.

When you are within 5 feet of a guest, you must smile, make eye contact, and greet the person.



10 feet – Make eye contact and smile.

5 feet – Greet guests verbally.

PROBLEM RESOLUTION FORM 717499

BY _____ DATE _____

LOCATION _____

PROBLEM _____

ASSIGNED TO _____

DATE COMPLETED _____ TIME SPENT _____

COMPLETED BY _____

REMARKS _____

AM HOTEL REGISTER CO. VERNON HILLS, IL 60061 FORM U73-3617

Write It Down:

If your guest has an issue it's your responsibility to complete a Problem Resolution form (shown above) and distribute according to the steps listed:

1. Top copy to guest
2. Center copy to front desk
3. Bottom copy to appropriate department

Resolve Guest Problems Yourself:

You are not just an information taker! You are a problem solver! Tell your guests to alert you or another host if they have a problem or complaint.

Use the “PLEASE” Model for Problem Resolution:

- P**ersonalize – Use the guest's name often.
- L**isten – Actively use positive body language and make eye contact.
- E**mpathize – Use buffer statements. “I can see how...”
- A**pologize – Apologize for any inconvenience.
- S**olve – Ask the guest for possible solutions or provide one of your own.
- E**valuate – Follow-up on the agreed solution. “How can we avoid this in the future?”

Creative Ways to Resolve a Guest Issue:

- Offer Wyndham RewardsSM points
- Move the guest to a different room/upgrade the room
- Offer coupons or tickets for area attractions, restaurants, stores
- Offer a discount off of a return stay
- Offer early check-in or late check-out

Check with your general manager for special guidelines!



Arrive

Check-in Guidelines

- Provide a speedy check-in process:
 - Check the arrivals list for special requests and pre-assign rooms accordingly.
- Provide a sunny welcome by greeting guests with a smile
- Greet return guests by name
- Make eye contact with guests
- Be friendly and professional
- Verify special requests such as bed type, rate, first floor, non-smoking before giving guest the room key
- Advise guests that complimentary coffee is available (especially to any guest waiting in line to check in)
- Provide room upgrades for Wyndham RewardsSM program members, if available
- Have local information available to share with guests
- Point out and review the “A Promise as Sure as the Sun[®]” plaque
- Do not eat at the front desk

Putting it all together:

Good afternoon and welcome to the Vero Beach Days Inn[®] hotel. My name is John and I'll be one of your hosts during your stay.

- *Is this your first time staying at the Vero Beach Days Inn?*
- *Please help yourself to free, fresh coffee.*
- *Are you a Wyndham Rewards member?*
- *Free high-speed Internet access is available in your room. Our complimentary Daybreak[®] breakfast is served from 6:00 a.m. to 11:00 a.m.*
- *Would you like to learn more about local restaurants or attractions?*
- *Would you like to be upgraded to our Days Business Place[®] room?*
- *Thank you for choosing Days Inn. Have a Sunsational day!*

Phone Guidelines

- Answer the phone professionally and within three rings
- Use the hotel's standard greeting
- Avoid interrupting the caller
- Use professional language and a pleasant tone
- Use the guest's name as much as possible
- Never use foul language, slang, or jargon
- Avoid placing the caller on hold until he/she replies to that request
- Be knowledgeable about the property and amenities/ services provided
- Before ending the call, inquire as to how else you may assist the caller
- Always thank them for calling and/or choosing Days Inn

Putting it all together:

Good afternoon and thank you for calling the Vero Beach Days Inn. My name is John. How may I assist you today?

- *While I check availability, may I ask your name?*
- *Thank you Mr. Smith. Is this your first time staying at the Vero Beach Days Inn?*
- *What brings you to the area?*
- *Are you a Wyndham Rewards member?*
- *Did you know that we offer free Daybreak breakfast and free high-speed Internet access?*
- *Would you like to learn more about local restaurants or attractions?*
- *We do have a limited number of rooms available at (quote Rate of the Day). May I reserve a room for you?*
- *(Complete the reservation process.)*
- *Is there anything else that I can assist you with today Mr. Smith?*
- *Thank you for choosing Days Inn. Have a Sunsational day!*





Depart

Use the guidelines and brand standards below to positively impact the guests' stay upon their departure:

HOST Behaviors

- Provide a quick and efficient check-out; pre-print folios and compare to departure report
- Demonstrate courteous, professional behavior
- Ask about your guests' stay at checkout – if you hear a complaint, take care of it right away
- Thank the guest for staying with you and say good-bye using the guest's name
- Offer a cup of coffee for the road
- Point out HOST card with service message
- Encourage feedback!

Putting it all together:

Good morning. My name is Amy. How was your stay Mrs. Jones?

- *Will you be coming through this area in the future? I'd be happy to make your return reservation for you.*
- *May I make a reservation for you at your next destination?*
- *Please help yourself to a cup of coffee for the road.*
- *Thank you for staying with us Mrs. Jones. It has been a pleasure having you. We hope to see you again soon!*

Get more details:

For additional information on Days Inn® Brand Standards, reference sheets for speedy check-in and check-out processes and additional copies of this Front Desk Host Guide, visit [MyPortal](#).

For Guest Service training videos check out the Online Learning Library on [MyPortal](#).

For position specific certifications from the Educational Institute of AH&LA consult the Unlimited Training Library on [MyPortal](#).

For further details, check with your general manager.



Follow Up Steps:

- As hosts, the greatest compliment you can receive is for a guest to return!
- Follow up on outstanding guest issues, work orders, lost and found inquiries, etc.
- Share ideas on ways to improve with your General Manager

For Department Head checklists, reference the Marketing and Performance (MAP) Action Plan checklists. For further information, ask your supervisor or general manager.

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