Thank you for choosing Days Inn. Would you like to be upgraded to our
Would you like to learn more about local
Are you a Wyndham Rewards member?
Please help yourself to free, fresh coffee.
Good afternoon and welcome to the Vero Beach Days Inn® hotel.
Putting it all together:

Do not eat at the front desk
Provide room upgrades for Wyndham Rewards
Advise guests that complimentary coffee is available
Be friendly and professional
Make eye contact with guests
Greet return guests by name
Provide a sunny welcome by greeting guests with
Check the arrivals list for special requests and
Provide a speedy check-in process:
Check-in Guidelines
Arrive
My name is John and I’ll be one of your hosts during your stay.
While I check availability, may I ask your name?

Thank you Mr. Smith. Is this your first time staying at the Days Inn.
My name is John. How may I assist you today?
My name is Amy. How was your stay Mrs. Jones?
Thank you for staying with us Mrs. Jones. It has been a
Thank you for choosing Days Inn.
Have a Sensational 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 they replies to
• 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 was your stay Mrs. Jones?
Thank you for choosing Days Inn. Have a Sensational 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 guest’s stay at check-out – if you hear a complaint, take care of it right away
• Thank the guest for staying with you and give good bye using the guest’s name
• Offer a cup of coffee for the road
• Point out H.O.S.T and service message
• Encourage feedback!

Putting it all together:
Good morning. My name is Amy. How was your stay Mrs. Jones?
Did you know that we offer free Daybreak breakfast and free
Would you like to learn more about local restaurants or attractions?
We do have a limited number of rooms available at
Would you like to learn more about local restaurants or attractions?
We do have a limited number of rooms available at

Inquire as to how else you may assist the guest with today’s
Thank you for choosing Days Inn. Have a Sensational day!

Follow Up Steps:
• As hosts, the greatest compliment you can receive is
• Follow up on outstanding guest issues, work orders, lost and found inquiries, etc.
• Show them on ways to improve with your
• For Department Head checklists, reference the Marketing and Performance (MAP) Action Plan checklists.
• For further information, ask your supervisor or general manager.
• For Industry News visit
• www.ahla.com
• www.hotelmotel.com
• www.ahla.com
• www.htrends.com
• www.hotelmotel.com
• www.ahla.com
• www.htrends.com

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.

We are proud to be your friendly, attentive and professional Hosts. We are personally responsible and strive to ensure you have met your needs in a timely manner. We are prepared to resolve any situation that does not meet our reputation as The Best Value Under The Sun.

A Promise as Sure as the Sun

We're there to make your travels trouble-free and more enjoyable!

The Hospitality Zone: The Hospitality Zone is one way we have to “Wow” the guests. 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.

Resolve Guest Problems Yourself:

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

Use the “PLEASE” Model for Problem Resolution:

Personalize – Use the guest's name often.

Listen – Actively use positive body language and make eye contact.

Empathize – Use buffer statements. “I can see how...”

Apologize – Apologize for any inconvenience.

Solve – Ask the guest if possible solutions or provide one of your own.

Evaluate – 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 tokens 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
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 unexpected, genuinely sincere, uniquely personal actions that come together to create a memory of a lifetime.”

— Cory Pantelakis, founder of Right Enterprises Inc.

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

HOST Behaviors
- Take ownership of guest requests
- Follow-up on all guest requests and concerns
- Demonstrate a survey attitude
- Create an environment that is clean, safe and comfortable
- Be aware, knowledgeable and responsive
- Use name when engaging guests by phone in person
- Actively seek out ways to improve guest experiences
- Wear your uniform and name badge
- Create an environment that is clean, safe and comfortable
- Demonstrate a sunny attitude
- Follow-up on all guest requests and concerns
- Take ownership of guest requests
- Maintain a stock of neatly arranged supplies
- File and clean as you work
- Pick up trash and dispose of accordingly
- Use the guidelines and standards below to positively impact the guests’ stay while they reside with you:
- If the entrance area, lobby or front desk looks sloppy or unorganized – so do you!
- Look at the lobby and front desk from the guest’s point of view
- If the entrance area looks dirty or unorganized – do so!
- Pick up trash and dispose of accordingly
- File and clean as you work
- Maintain a stock of neatly arranged supplies
- Update the function re-order 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

Warm Greeting: All staff members should offer a warm greeting whenever encountering a guest
- “My name is Jane. Please tell me if there is anything we can do to help you during your stay.”
- “I hope you have an enjoyable 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.
- Use the guidelines and standards below to positively impact the guests’ stay while they reside with you:
- When you are within 5 feet of a guest, you must make eye contact and smile.
- When you are within 10 feet of the guest, you should make eye contact and smile.
- Smile, make eye contact, and greet the person.
- Use the guidelines and standards below to positively impact the guests’ stay while they reside with you:
- “My name is Jane. Please tell me if there is anything we can do to help you during your stay.”
- “I hope you have an enjoyable stay.”

HOST Behaviors
- Offer early check-in or late check-out
- Offer a discount off of a return stay
- Offer early check-in or late check-out
- Make copies of information (maps, hours, prices) for the most requested local businesses
- Keep at least 10-15 copies of printed information ready to go 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

Creative Ways to Resolve a Guest Issue:
- Move the guest to a different room
- Upgrade the room
- Offer coupons or tokens 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

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:
- Personalize – Use the guest’s name often
- Listen – Actively use positive body language and make eye contact
- Empathize – Use buffering statements. “I can see how…”
- Apologize – Apologize for any inconvenience
- Solve – Ask the guest for possible solutions or provide one of your own
- Evaluate – Follow-up on the agreed solution. “How can we avoid this in the future?”

Write It Down:
If your guest has an issue if you are responsible 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

The Hospitality Zone:
The Hospitality Zone is one way we have to “Wow” the guests! 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.

“The Hospitality Zone is one way we have to “Wow” the guests! 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.”

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
- Offer early check-in or late check-out
- Offer a discount off of a return stay
- Offer early check-in or late check-out
- Make copies of information (maps, hours, prices) for the most requested local businesses
- Keep at least 10-15 copies of printed information ready to go 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

Creative Ways to Resolve a Guest Issue:
- Move the guest to a different room
- Upgrade the room
- Offer coupons or tokens 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

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:
- Personalize – Use the guest’s name often
- Listen – Actively use positive body language and make eye contact
- Empathize – Use buffering statements. “I can see how…”
- Apologize – Apologize for any inconvenience
- Solve – Ask the guest for possible solutions or provide one of your own
- Evaluate – Follow-up on the agreed solution. “How can we avoid this in the future?”

Write It Down:
If your guest has an issue if you are responsible to complete a Problem Resolution from (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

The Hospitality Zone:
The Hospitality Zone is one way we have to “Wow” the guests! 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.

“The Hospitality Zone is one way we have to “Wow” the guests! 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.”

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.
- Use the guidelines and standards below to positively impact the guests’ stay while they reside with you:
- “My name is Jane. Please tell me if there is anything we can do to help you during your stay.”
- “I hope you have an enjoyable 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.
- Use the guidelines and standards below to positively impact the guests’ stay while they reside with you:
- “My name is Jane. Please tell me if there is anything we can do to help you during your stay.”
- “I hope you have an enjoyable stay.”
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 Flight Enterprise Inc.

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!

• Take ownership of guest requests and concerns
• Demonstrate a survey attitude
• Create an environment that is clean, safe and comfortable
• Be attentive, knowledgeable and responsive

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 – do your job!
• 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 stack 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

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!

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.

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

Inform the Guest:
Don’t wait to be asked! Offer to help them with anything. 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 or call-out how to enter the front door 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

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

Creative Ways to Resolve a Guest Issue:
• Offer Wyndham RewardsSM points
• Move the guest to a different room/upgrade the room
• Offer coupons or tokens for area attractions, restaurants, stores
• Offer a discount off of a return stay
• Offer early check-in or late check-out

Write it Down:
If your guest has an issue it is 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

A Promise as Sure as the Sun

"By name is Jane. I hope you have an enjoyable day!"

I hope you have an enjoyable day. Please tell me if there is anything we can do to help you during your stay.

Creative Ways to Resolve a Guest Issue:
• Offer Wyndham RewardsSM points
• Move the guest to a different room/upgrade the room
• Offer coupons or tokens for area attractions, restaurants, stores
• Offer a discount off of a return stay
• Offer early check-in or late check-out

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

Use the "PLEASE" Model for Problem Resolution:
• Personalize – Use the guest’s name often.
• Listen – Actively use positive body language and make eye contact.
• Empathize – Use buffer statements. “I can see how...”
• Apologize – Apologize for any inconvenience.
• Solve – Ask the guest for possible solutions or provide one of your own.
• Evaluate – Follow-up on the agreed solution. “How can we avoid this in the future?”

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**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.
- Great return guests by name.
- Make eye contact with guests.
- Be friendly and professional.
- Provide special requests such as bed type, first floor, non-smoking before giving guest the room key.
- Advise guests that complimentary coffee is available (especially if any guest waiting in line to check-in).
- Provide room upgrades for Wyndham Rewards® 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.

**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 they reply 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 checking Days Inn.

**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 guest’s stay at checkout – if they have a complaint, take care of it right away.
- Thank the guest for staying with you and take care of any issue using the guest’s name.
- Offer a cup of coffee for the road.
- Point out and review the “A Promise as Sure as the Sun” plaque.
- Encourage feedback.

**Putting it all together:**
Good morning. My name is Amy. How was your stay, Mrs. Jones?

**Follow Up Steps:**
- Always thank the greatest compliment you can receive in 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.

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Get more details:
For additional information on Days Inn® Brand Standards, reference guides, check-out process and additional copies of Days Inn Front Desk Host Guide, visit MyPortal.

For Customer Service training videos, check out the Online Learning Library on MyPortal.

For position specific certifications from the Educational Institute of HL&KA, consult the Intern Vison Training Library on MyPortal.

For further details, check with your general manager.

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**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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For position specific certifications from the Educational Institute of HL&KA, consult the Intern Vison Training Library on MyPortal.

For further details, check with your general manager.

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The Best Value Under The Sun®
Check-in Guidelines
• Provide a speedy check-in process:
  - Check the arrivals list for special requests and pre-assign rooms accordingly.
  - Provide a survey 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, room floor, non-smoking before giving guest the room key.
  - Advise guests that complimentary coffee is available (especially if any guest waiting in line to check in).
• Provide room upgrades for Wyndham Rewards® 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.

Check-out Guidelines
• 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 bills and compare to departure report.
• Demonstrate courteous, professional behavior.
• Ask about your guest’s stay at checkout – if you hear a complaint, take care of it right away.
• Thank the guest for staying with you and give goodbyes using the guest’s name.
• Offer a cup of coffee for the road.
• Point out HOST Card service message.
• Encourage feedback.

Follow Up Steps:
• Ask hosts, how was your stay? How was your stay today? How was your stay here?
• Did you know that we offer free Daybreak breakfast and free high-speed Internet access?
• 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?
• 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 give goodbyes using the guest’s name. We hope to see you again soon!

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.

Put it all together:
• Good afternoon and thank you for calling the Vero Beach Days Inn. My name is Amy. How was your stay?
• 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?
• 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 give goodbyes using the guest’s name. We hope to see you again soon!

Putting it all together:
Good morning. My name is Amy. How was your stay? How was your stay here? Would you like to know about the property and amenities/services provided? 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? 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 give goodbyes using the guest’s name. We hope to see you again soon!

Get more details:
For additional information on Days Inn® Brand Standards, reference sheets for speedy check-out and check-out processes and additional copies of this Front Desk Host Guide, visit MyPortal.
For Guest Sensor training video, check out the online learning library on MyPortal.
For position specific certifications from the Educational Institute of HILDA, consult the online Training Library on MyPortal.
For further details, check with your general manager.

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The Shining New Standard for Guest Satisfaction

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• 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?
• 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 give goodbyes using the guest’s name. We hope to see you again soon!

Follow Up Steps:
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• Did you know that we offer free Daybreak breakfast and free high-speed Internet access?
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• 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?
• 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 give goodbyes using the guest’s name. We hope to see you again soon!

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

For position specific certifications from the Educational Institute of HILDA, consult the online Training Library on MyPortal.
For Guest Sensor training video, check out the online learning library on MyPortal.
For position specific certifications from the Educational Institute of HILDA, consult the online Training Library on MyPortal.

Putting it all together:
Good morning. My name is Amy. How was your stay? How was your stay here? Would you like to know about the property and amenities/services provided? 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? 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 give goodbyes using the guest’s name. We hope to see you again soon!

Put it all together:
Good morning. My name is Amy. How was your stay? How was your stay here? Would you like to know about the property and amenities/services provided? 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? 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 give goodbyes using the guest’s name. We hope to see you again soon!

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For Guest Sensor training video, check out the online learning library on MyPortal.
For position specific certifications from the Educational Institute of HILDA, consult the online Training Library on MyPortal.
For further details, check with your general manager.

Thank you for choosing Days Inn. Have a Sunnyday!