

Guest Services Employee Training Manual

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1. Introduction

Welcome to the Guest Services team. This manual provides an overview of the essential skills, procedures, and standards to ensure a positive guest experience.

2. Company Values & Expectations

- Professionalism
- Teamwork
- Integrity
- Respect
- Service Excellence

All employees are expected to uphold these values at all times.

3. Guest Interaction Guidelines

- Greet every guest with a smile.
- Listen actively to guest needs.
- Respond promptly and courteously.
- Offer assistance proactively.
- Handle complaints professionally.

4. Standard Operating Procedures

Check-In Process

- Verify guest reservation details.
- Confirm identification as required.
- Provide key and welcome information.

Check-Out Process

- Confirm guest stay details.
- Process any outstanding charges.
- Thank guest and wish them well.

5. Health & Safety Practices

- Follow all sanitation procedures.
- Maintain clean and organized workspaces.
- Report hazards or incidents promptly.

6. Emergency Procedures

- Know the location of emergency exits.

- Follow the evacuation plan when necessary.
- Contact supervisor and/or emergency services if required.

7. FAQ

- **What if I don't know the answer to a guest question?** Politely let the guest know you will find the answer and follow up as soon as possible.
- **Who do I contact for maintenance issues?** Notify your supervisor or the maintenance team directly.