

New Hotel Staff Orientation Guide

Welcome

Welcome to our hotel! We are excited to have you join our team. This guide will help you get started with your first days, understand our standards, and answer your common questions about working here.

Our Mission & Values

- **Guest-first attitude** – Always prioritize guest needs and comfort.
- **Teamwork** – Support and respect all colleagues.
- **Integrity** – Conduct yourself professionally and ethically at all times.
- **Excellence** – Strive to exceed expectations in every task.

Code of Conduct

1. Be punctual and reliable for every shift.
2. Maintain a neat, clean, and professional appearance.
3. Respect confidentiality of guests and colleagues.
4. Communicate politely with all guests and team members.
5. Adhere to safety and emergency procedures at all times.

Hotel Overview

Department	Manager	Extension
Front Desk	Anna Lee	101
Housekeeping	Samuel Ortiz	102
Food & Beverage	Maria Chen	103

Uniform & Appearance

- Wear the provided uniform daily.
- Keep hair neat and secured away from the face.
- Use minimal jewelry and fragrance.
- Closed-toe shoes are required for safety.

Training Schedule (Sample)

Date	Time	Session	Location
Day 1	09:00 - 11:00	Hotel Tour	Lobby
Day 1	11:15 - 12:30	HR Onboarding	Meeting Room 1
Day 2	10:00 - 11:30	Department Overview	Main Office

Emergency Procedures

- Familiarize yourself with evacuation routes and assembly points.
- Report any suspicious activity to your supervisor immediately.
- Know the locations of first aid kits and fire extinguishers.

Contacts

- **HR/Onboarding:** Monica Geller, Ext. 104
- **General Manager:** Ahmed Khan, Ext. 100
- **Emergency:** Dial 0 from any internal hotel phone

Notes

Please use this page to jot notes, questions, or reminders as you settle into your new role.