

	RESOURCE LIBRARY - FRONT OFFICE Key Service Standards	<i>CODE:</i> 03.03.010
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	<u>Quantifiable</u>	<u>Non-quantifiable</u>
Reception	<ul style="list-style-type: none"> * All check-ins within 5 minutes * Escort 100% of guests * Maximum queue length 5 * Reservation cards/ key card filled for all reservations 	<ul style="list-style-type: none"> 1 Guest: 1 Receptionist Smile at all guests Greet all regular guests by name people Smile at all guests
Cashier	<ul style="list-style-type: none"> * Uncontested check-out in 3 minutes * Allowances passed within 5 minutes Extra 	Express check-out option for VIP guests
Bell - Desk	<ul style="list-style-type: none"> * Luggage delivered within 10 minutes of check-in * Luggage pick-up within 5 minutes of Call 	
Door service	<ul style="list-style-type: none"> * Taxi hailed within 30 seconds 	<ul style="list-style-type: none"> All guests greeted/ saluted Car/ hotel door opened for all guests
Concierge	<ul style="list-style-type: none"> * Car arranged within 10 minutes * Ticket re-confirmed within 8 hours * Check with all guests to confirm ticketing and car requirements * Page guests in Lobby within 1 minute 	Capable of handling any request

COMMON:
USE GUEST NAME WHENEVER POSSIBLE

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Message desk	<ul style="list-style-type: none"> * All messages and faxes delivered to room within 20 minutes of receipt 	Perfect security
Telephones	<ul style="list-style-type: none"> * Pick-up telephone within 3 rings * Callers on hold for 1 minute maximum 	
Amenities	<ul style="list-style-type: none"> * Fruit/ chocolates and welcome drink delivered to room within 15 minutes of check-in * Robes and slippers for all guests * Only VIPs get personalized stationery 	Excellent fruit quality
Reservations	<ul style="list-style-type: none"> * Pick-up telephone within 3 rings * Simple reservations taken within 2 minutes * Reservation for room confirmed same Day 	
Airport Reps.	<ul style="list-style-type: none"> * Meet all guests arriving from international flights * Meet all VIP guests on domestic flights 	