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GENERAL SERVICE STANDARDS

‘OUR SERVICE’

1. ‘OUR SERVICE’ provides guests with a hotline to the following guest services:
 - Concierge
 - Laundry
 - Housekeeping
 - Front Office
 - Engineering
2. ‘OUR Service’ phone coverage is provided 24 hours a day, 7 days a week.
3. The background is free of any noise or disturbance.
4. When guests call ‘OUR Service,’ they only make one point of contact and never have to repeat the details of their request or dial another extension.
5. ‘OUR Service’ services fill/deliver ‘OUR Service’ within the promised time frame.
6. Routine requests for standard stocked items are filled within 10 minutes.
7. The Hotel’s Operator will:
8. Be pleasant, unhurried and well organized.
9. Answer calls from the guest room within 3 rings, “Good morning (afternoon/ evening), ‘OUR Service.’ This is [Operator name], how may I help you?”
10. Pick up unanswered incoming calls to the guest room within 5 rings, and offer the caller the options of leaving the guest a written or voice mail message or returning to the PBX Operator.
11. Not put guests on hold for more than 15 seconds; if a longer hold is unavoidable, offer guests a call back, which is placed within 3 minutes.
12. Provide an estimated delivery or service time, where applicable.

WAKE-UP CALLS

13. Record wake-up call requests promptly with the guest name, room number and time of the desired call.
14. Repeat the wake-up call time back to the guest to ensure accuracy.
15. Offer guests requesting a wake-up call the additional option of placing a room service breakfast order.
16. Deliver the wake-up call within 2 minutes of the requested time in a calm, clear voice, “Good morning, Mr/s. [name]. This is your wake-up call. It is currently [time].”

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17. Offer a follow-up wake-up call within 10 minutes of the prior wake-up call and a room service breakfast order, if an order has not already been placed.

HOTEL EMPLOYEES

Each Hotel Employee will:

1. Appear fresh, clean, polished and well-fitted, with a name badge on the left lapel.
2. Acknowledge guests with eye contact, a friendly smile and a verbal greeting.
3. Use the guest's name whenever possible and appropriate.
4. Take ownership of 'Millennium Service' and not refer guests elsewhere.
5. Address guests and other Hotel Employees in a courteous and attentive manner.
6. Be knowledgeable about the Hotel, including the day's events and banquet functions.
7. Accompany guests to requested areas.
8. Pick up items and debris in the public areas.
9. Use positive language and convey a positive mood whenever in conversation with guests.
10. Never criticize or place blame on another Hotel Employee.
11. Approach guests who appear lost or unsure and assist them or accompany them to the requested area.
12. Hold doors open for guests, and invite guests to move in/out of elevators and public spaces first.
13. Offer to carry bags for guests when they pass through public areas.

HOTEL & PUBLIC AREAS

1. Hotel and public areas are immaculately clean and welcoming.
2. The Hotel Lobby always has a distinctive floral arrangement.
3. Offices are clean, efficient and professional in appearance.
4. Signage is clearly visible, dust free, well polished and in good condition.
5. Carpets are clean and free of spots, holes and tears, with no frayed edges.
6. All brass is polished, shining and free of fingerprints.
7. Ashtrays hold no more than one cigarette butt before being cleaned.
8. House phones are clean, with a fresh notepad and pencil nearby.
9. Furniture is dust free, not chipped, without stains, not wobbly and in like-new condition.
10. Walls and ceilings are clean, without scratches, spots or discoloration.
11. Electrical switches are in good working order.
12. Light bulbs are working and dust free.
13. Windows and mirrors are clean, with no streaks or smudges.
14. During servicing of public areas, the Public Area Attendant carries a basket that is neatly stocked and does not obstruct passing guests.

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15. Public coatrooms are clean and fresh smelling.
16. Public restrooms are clean, spotless, sanitized and fresh smelling, with no cracks, chips or discolored grout.
17. All public restrooms are well stocked and maintained and meet the following requirements:
 - There are 2 rolls of toilet tissue per stall.
 - Facial tissue is provided.
 - Liquid soaps are at least 1/2 full.
 - Clean washcloths are neatly folded and stacked.
 - Trash bins are clean, not overflowing and clearly separated from used-towels baskets.
 - All fixtures and faucets are polished, shiny and in good repair.

EXTERIOR & LANDSCAPE

1. All Hotel and exterior signage is clearly visible, well lit and in good repair.
2. Entrance doors operate smoothly and properly.
3. The Hotel entrance is clean, well lit and welcoming, free of obstructions and debris.
4. Parking lots are well lit and well maintained.
5. The driveway area is free of oil and debris.
6. Walkways are clean and welcoming, free of debris and well lit.
7. Plants are appropriately sized, healthy and well maintained.
8. Flags are clean and not torn.
9. The Hotel flag hangs at the appropriate height as per local protocol.

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SALES PROCESS

The Hotel's Account Manager will:

1. Answer all calls to the Sales Department within 3 rings during business hours.
2. Be conversant about all Hotel products and services and actively promote these in alignment with the individual needs of the customer.
3. Be able to quote, book and conclude a quotation, and be knowledgeable about the Hotel's credit, deposit and cancellation policies.
4. Follow up all sales leads and queries within one business day.
5. Use positive language, convey enthusiasm and listen actively to customer questions and needs, even if a sale does not appear imminent.
6. Ask open questions to determine the full range of the customer's unique interests and requirements.
7. Provide customers with current, clean and complete brochures and information folders reflecting Our Brand excellence and luxury.
8. Customize information folders as appropriate to meet the customer's individual interests and requirements.
9. Establish and record the following customer information at the first point of inquiry:
 - Customer name
 - Company name (if applicable)
 - Address
 - Email address
 - Fax and telephone numbers
 - Preferred means of communication
 - Event type
 - Date(s) and time(s) of event
 - Number of attendees
 - Number and type of rooms required
 - Accommodations required, if applicable
 - Budget
 - Customized requirements and special requests
10. Close the sales interview by:
 - Repeating all information to the customer to ensure accuracy.
 - Checking availability.
 - Offering to make a provisional booking.
11. If unable to confirm availability, offer:
 - Alternative dates.
 - Wait list.
 - Booking in another Conrad Hotel or a Family of Brands hotel.
12. Conclude all interviews by thanking the customer by name for choosing Conrad [city name].
13. Update files upon completion of a sales interview, noting points of discussion, personal details about the client and event, required follow-up activity and dates for further contact with the customer.
14. Carry out all follow-up activity precisely as promised, including personalized correspondence

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15. Individualize proposals to meet the unique needs of customers and to highlight the unique offerings of the Hotel [city name].
16. Send all customers a written proposal that includes a quote and complete event details within one business day of the sales interview.
17. Follow up with a phone call or preferred communication one business day after the customer receives the written proposal.
18. Provide customers complete and seamless service, liaising with other Hotel departments and outside vendors as necessary on their behalf.
19. Following an event, resolve or respond to customer communications or billing inquiries before the end of next business day.

WALK-IN CUSTOMERS

1. Customers who arrive in the Hotel's Sales Office or at Reception without an appointment are introduced to an Account Manager within 5 minutes. Outside of office hours, the Manager on Duty will greet the customer.

With respect to walk-in customers, the Hotel Account Manager will:

1. Give the walk-in customer a complete sales folder from a prepared set that is kept on hand.
2. Answer the customer's questions or conduct a full sales interview, according to the customer's level of interest.
3. Offer to give the customer a tour of rooms and meeting venues, tailored to the customer's requirements.
4. Take the appropriate next step based on the customer's level of interest and sense of urgency.

SITE INSPECTION

1. When the Hotel is not full, 3 guest rooms of different types, preferably on the same floor, are prepared as "show rooms" and blocked each day until 6 p.m. local time.
2. All rooms are illuminated to the appropriate levels in advance of the site inspection.

The Hotel's Account Manager will:

3. Be in the Hotel lobby at least 5 minutes before the scheduled inspection appointment time to greet the customer.
4. Customize the site inspection according to pre-determined customer needs and interests.
5. Explain Hotel's market positioning and unique selling points using features and benefits that match the customer's profile.
6. Present the customer with a complete, customized sales folder prior to the inspection if the customer has not already received one.
7. Show the customer the relevant event rooms, a selection of guest-room types and key areas of the Hotel.
8. Upon conclusion of the tour, escort the customer back to the Hotel lobby, thank the customer and confirm the next steps in the sales process.

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EVENTS

PREPARATION

1. Reserved room(s) are properly prepared to agreed-upon requirements, including room temperature and lighting, at least 30 minutes prior to the scheduled arrival of the host/event planner and/or event.
2. All light bulbs in the event areas must be working properly.
3. The event name and company name, correctly spelled with the accurate logo, are clearly and attractively displayed.
4. The Account Manager is in the Hotel lobby to greet the function host/event planner 5 minutes before the scheduled appointment time.
5. The Account Manager introduces the function host/event planner to the Hotel Employee-in-charge of the event.
6. The Hotel Employee-in-charge discusses and confirms all pre-arranged requirements with the host/event planner.
7. Equipment placement and functionality are checked at least one hour prior to the event; functional difficulties are immediately remedied.
8. A Hotel Employee is on site prior to the event to demonstrate or answer questions about the equipment, including audiovisual, air conditioning and lighting controls.
9. A 'OUR Service' button or dedicated line is set up so that the host/event planner has direct contact when needed with the Hotel Employee-in-charge of the event.
10. A Hotel Employee is at the entrance to the function room 10 minutes before the scheduled start time to greet guests and provide assistance.

SERVICES

11. All details are executed in accordance with the Banquet Event Order.
12. Hotel Employees are informed of events and venues well in advance and are prepared to personally direct guests to their destination.
13. Coatrooms are available near each banquet room and are staffed until the end of the function.
14. Meeting rooms are serviced during breaks, and lunch is refreshed to the original condition.
15. Arriving guests are greeted within 30 seconds with a smile and a welcome.
16. During the event, equipment problems are responded to within one minute.
17. The guest order is served as per the Banquet Event Order, with no confusion about special orders or substitutions.
18. Tables are served in a clockwise direction beginning with ladies, or as instructed by the organizer or by local practice.
19. All dishes are served at the correct temperature.
20. Servings are portioned consistently.
21. A new course is not served until the previous course has been cleared.
22. Guests do not feel rushed; service continues until Host or local laws designate service to end.

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23. The host/event planner's satisfaction is checked at least once during the event and again after it.
24. Upon leaving, guests are graciously thanked for their patronage and wished a pleasant day/evening.
25. Upon conclusion of the event, the accurate guest folio is neatly presented in a Hotel-branded folder and made available to the host/event planner.
26. Upon request, details of all charges are available and can be explained.

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RESERVATIONS

The Hotel's Reservations Agent will:

1. Establish the caller's name and, if first contact, ask detailed questions, including:
 - Arrival and departure dates
 - Number in party
 - Whether caller is a return guest
 - Preferred type of accommodation
 - personalized requests and needs
2. Describe the Hotel rooms and features colorfully and enthusiastically, tailored to the caller's inquiry, so that the caller can clearly picture the Hotel's unique luxury environment.
3. Weave pricing for different room categories into the conversation starting at the highest available category that best matches the caller's needs, with an emphasis on the differences between categories.
4. Actively up-sell; for example, if a caller accepts the first rate, up-sell to the next room type.
5. Present special promotions.
6. Give callers the option of a smoking or non-smoking room, where allowable by law.
7. Use the caller surname at least twice during the conversation and always upon closing the call.
8. Request and confirm the following additional information before closing a reservation call:
 - Whether the caller is a member of the Hotel rewards program
 - Personal details, for example, names and ages of children staying in a room, special occasion, allergies and preferences
 - Additional reservations for other Hotel activities, for example, restaurant, golf, salon or spa
 - Approximate arrival or flight time, with an offer to arrange for transportation, if applicable
9. Inform callers of arrival and departure times and additional details pertaining to their reservation.
10. Subject to local customs, ask the caller for a credit-card number to hold the reservation, explain the cancellation policy and provide a confirmation number.
11. Repeat booking details back to the caller to ensure accuracy.
12. Offer to send an email or fax confirmation.
13. If taking a toll-free call, offer the caller assistance with other Hotel reservations.
14. Thank the caller and, if a reservation has been made, close the conversation with a phrase of welcome such as, "We look forward to having you as our guest."
15. Issue all written reservations correspondence on Hotel letterhead.

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DOOR SERVICES

HOTEL ARRIVAL & DEPARTURE

The Hotel's Doorman will:

1. Be alert to arriving cars and open car doors within approximately 10 seconds of a vehicle stopping in front of the Hotel.
2. Greet arriving guests at the entrance to the Hotel with a smile, eye contact and a friendly "Welcome to The Hotel."
3. Offer valet parking or directions to the parking garage (when applicable).
4. Assist with luggage, verify the count with the guest before the trunk is closed and issue a luggage receipt.
5. Read labels on the guest's luggage so that the name can be used and passed on to the Hotel's Lobby Hosts and other Hotel Employees.
6. Open doors for guests.
7. Direct guests to Reception, restaurants or other Hotel facilities, as appropriate.
8. Greet departing guests and assist them with their luggage and transfer to the departure vehicle.
9. For guests departing to the airport, inquire if they have their tickets and passport.
10. Hold a hand above the customer's head at the doorframe to protect the guest when entering the car.
11. Offer directions and maps to guests driving their own vehicle.
12. Thank departing guests for their stay at the Conrad.

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VALET PARKING

The Hotel's Car Valet will:

1. Issue a claim receipt for the guest's car and explain valet parking procedures.
2. Inspect the vehicle and note on the ticket any pre-existing damage.
3. Drive guest cars carefully, never exceeding posted speed limits.
4. Not alter or disturb guest preferences in the car, such as radio station and volume, mirrors and placement of belongings.
5. Close car windows and, in the case of convertibles, ask the guest to close the top before the car is valet-parked.
6. Park and lock the car in a safe and secure area.
7. Deliver the car to the front entrance within 5 minutes of the guest request, engine running and driver's seat returned to its original position.
8. Hold the door open for guests and provide luggage or other assistance, as appropriate.
9. Offer departing guests directions, if appropriate, thank them for visiting the Hotel and wish them a pleasant journey.

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LIMOUSINE

The Hotel's Limousine Driver will:

1. Arrive curbside at the front entrance to the Hotel or other designated area at least 5 minutes before the appointed time.
2. Greet guests at the Hotel entrance and show them to the car.
3. Open and close car doors for guests.
4. When loading luggage in the trunk, ask guests to verify the count before the trunk is closed.
5. Confirm the destination and, if the airport, also confirm the terminal, airline and departure time.
6. Provide an estimated driving time.
7. Check to see whether the car temperature is comfortable and the music volume is acceptable, and provide car menu with music selection.
8. Drive safely, never exceeding posted speed limits.
9. Offer guests chilled, bottled water.
10. Not initiate conversation with guests once underway.
11. Maintain a limousine that is polished, spotless and free of scratches on the interior and exterior.
12. Ensure that the car is clean, ashtrays are emptied before each trip and there is a fresh scent in the car.
13. Keep Hotel Magazine and a current newspaper in the car.

AIRPORT PICK-UP

The Hotel's Greeter will:

1. Wait at the appointed time and place before guest arrival.
2. Hold up a Hotel-approved welcome sign printed with the arriving guest's surname.
3. Welcome the arriving guest, offer to carry hand luggage, and assist with checked luggage and transfer to transportation.
4. Offer assistance to every arriving Hotel guest.
5. Phone ahead to the Hotel to facilitate curbside greeting.

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CONCIERGE

The Hotel's Concierge will:

1. Immediately acknowledge guests arriving at the Concierge desk.
2. Offer guests assistance before being asked.
3. Listen carefully to requests and ask the guest detailed questions in order to make appropriate, personalized recommendations.
4. Be knowledgeable about all Hotel services and features, as well as local attractions, tours, shopping and restaurants.
5. Present options that are personalized according to the guest's needs, interests and budget.
6. Keep available a list of local, recommended restaurants (sorted by location, cuisine, formality and price range), together with some menus from popular choices.
7. Keep a complete supply of printed directions, maps, brochures, event listings and other current information of interest about the area and main attractions readily available for guests.
8. Note all reservations and other personalized information on a confirmation card or notepad branded with the correct Conrad hotel or resort logo, and give this to the guest at the conclusion of a guest request.
9. Interrupt contact with a guest no more than once during a conversation to take a phone call.
10. Fulfill all 'Conrad Service' or give at least two alternatives.
11. Encourage guests to be in touch again at any time for further assistance.
12. Maintain guest "emergency kits" stocked with items that a guest might forget.
13. Deliver messages or items to the guest room within 15 minutes of arrival.

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WELCOME & REGISTRATION

The Hotel's Receptionist will:

1. Be visible at registration area or Hotel lobby at all times.
2. Smile and make eye contact with all guests at or passing Reception.
3. Acknowledge guests arriving at Reception within approximately 10 seconds.
4. Give guests a warm welcome and a sense of, "We are expecting you."
5. Request assistance from another Hotel Employee if more than one guest is waiting.
6. Accommodate guests appearing to be in a hurry by offering immediate service in alignment with their needs.
7. Greet return and special guests by name, give them a welcome folder and take them directly to their room.
8. Give guests with reservations a pre-printed registration card, and review details with the guest for accuracy:
 - Number of nights • Number of rooms
 - Number of guests • Spelling of last name • Contact details
9. Confirm method of payment, and take imprint of the credit card to be used for payment.
10. Ask if the guest has an air miles/frequent flyer card or HHonors card.
11. Confirm special requests, including the preferred newspaper.
12. Present the guest with waiting messages or appointment cards, and advise the guest if larger packages have been sent to the room.
13. Explain dining options for the current or next available meal period.
14. Never verbalize the room number or rate, but point them out to the guest on the Welcome Folder.
15. Explain the use of the key card before placing it in the welcome folder.
16. Offer all guests an escort to the room.
17. Ensure that luggage is delivered to the room within 7 minutes, and explain "Do Not Disturb" and fire exits if the guest declines the escort.
18. For guests arriving before the Hotel's published arrival time, provide an approximate time when the room will be ready, and offer the guest the use of changing facilities and luggage storage.
19. If the room is not ready after the published arrival time, show guests to the lounge area and offer them a complimentary beverage or light meal.
20. Page or call waiting guests and give them their welcome folder when the room is ready.
21. Thank all guests upon completion of the registration process, and wish them a pleasant stay.

Additional Hotel standards for arrival by Hotel-arranged transport:

22. Driver will welcome guest, introduce himself and inform guest of time it takes to reach destination

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23. Passengers will be offered refreshment water during their journey.
24. Vehicle temperature will be set as per guest requirements.
25. Driver will phone ahead to reception 5 minutes before arrival at the Resort.
26. Hotel Host will be at curbside to welcome guests.

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ROOMING

The Hotel's Receptionist, Bellhop or other Employee will:

1. Offer assistance with coats and hand luggage.
2. Ensure that large items of luggage are delivered separately to the guest room.
3. Not initiate conversation in the elevator if other guests are present.
4. Direct guests to the room and open the door while explaining key usage.
5. Before entering, point out the nearest emergency exit.
6. Switch on the lights, and invite the guest to enter first.
7. Leave the bell cart in the corridor, and prop the room door open.
8. Place suitcases on the luggage rack right-side up, and hang garment bags in the closet.
9. Customize the room orientation based on the type of guest (for example, family, businessperson) and what appears to be most important to the guest.
10. Introduce and explain 'Conrad Service' phone services.
11. At a minimum, point out the following:
 - Master switches for lighting
 - Air-conditioning controls
 - Special features, including in-room safe and entertainment and refreshment centers
 - Internet connection
 - "Do Not Disturb" function and security chain

Additional Hotel arrival standards:

12. Hotel Host meets the guest on arrival and then becomes the guest's main contact throughout the guest's stay.
13. Upon guest arrival, Hotel Host conducts a short Resort tour highlighting the main facilities, matching the pace and interest of the guest; the tour can be conducted at a later time at the guest's request.
14. Arrival is original in style and embraces local culture and flair.
15. All arrivals are offered refreshment water or scented/chilled Oshibori towels or spritzer with scent.
16. Special requests and preferences of the guest are actively communicated to all departments; a guest never has to repeat a preference or request.
17. Hotel Host checks with the guest on a daily basis.

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ROOM MOVES

The Hotel's Receptionist will:

1. Provide a description of the new room and offer guests the opportunity to view it to ensure their satisfaction prior to moving.
2. Establish a convenient move time with the guest, and make arrangements to have a Hotel Employee assist with the move.
3. Deliver a new room key in a fresh welcome packet to the guest at the agreed-upon time and location.
4. Remind guests to empty their in-room safe before changing rooms.

The Hotel's Hotel Employee will:

5. Ensure that guest belongings are moved with the least possible disturbance (for example, clothes are moved on hangers).
6. Place guest belongings in approximately the same places in the new room.

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LUGGAGE

The Hotel's Bellhop will:

1. Retrieve luggage from the room within 10 minutes of guest request.
2. Provide receipts for luggage automatically.
3. Ask guests if they are currently departing or if they would like their luggage placed in storage.
4. Check the room for any forgotten items.
5. At curbside, load luggage automatically into the departure vehicle (for example, taxi or limousine) with trunk left open so the guest can verify contents.
6. Hold the door open and assist guests as they enter the departure vehicle.
7. Thank guests for staying at Conrad [city name].

DEPARTURE

The Hotel's Receptionist will:

1. Acknowledge guests within approximately 10 seconds of arrival at Reception.
2. Give guests the option of charging departure transport or the airport tax to their room account.
3. Present guests with an accurate folio that is clear and easy to read.
4. Give guests time to review the folio, after which the payment method is reconfirmed.
5. Answer all questions concerning charges, and provide supporting documents immediately upon request.
6. If discussing the folio, point out charges and personal details on the folio without mentioning them out loud.
7. Handle all disputed charges immediately and to the guest's satisfaction.
8. Fold folio neatly, attach it to the credit-card voucher if used, place it in a folder, and present it to the guest.
9. Ask about the guest's satisfaction with the stay, noting all comments and addressing any complaints or problems immediately.
10. Advise the guest of the precise follow-up action that will be taken if an issue remains unresolved upon departure, and confirm that a Hotel Employee will be back in touch before the end of the next business day to follow up.
11. Inform Hotel management of any unresolved guest issue.
12. Before guest departure, check for outstanding messages, remind the guest to empty the safe deposit box or in-room safe (if applicable), and ensure that the guest has all the necessary travel documents.
13. Offer all guests assistance with luggage and transportation.
14. Thank guests by surname for their patronage, invite them to return to the Hotel and wish them a pleasant continuing journey.

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GUEST COMMUNICATIONS

MESSAGES

1. During business hours, incoming calls are not automatically forwarded into voice mail.
2. After business hours, incoming calls are directed into voice mail with an option to return to the operator.
3. Pre-recorded voice mail messages must be short and professional, stating Hotel Employee name, position, department and the option to dial # for operator assistance.

The Hotel's Hotel Operator will:

4. Answer all calls within 3 rings.
5. Give caller a clear and welcoming greeting that uses The Conrad name.
6. Never tell callers to dial another extension; rather, dial the extension for them.
7. Not screen calls, but transfer calls directly to the requested extension.
8. Conclude calls by thanking the caller.
9. Never disclose guest room numbers over the phone.
10. Offer callers who are not immediately connected to their party the following options, as appropriate:
 - To continue holding
 - To be connected to another Hotel Employee or department
 - To have another Hotel Employee return their call within 3 minutes
 - To leave a written or voice mail message
11. Between the hours of 11 p.m. - 6:00 a.m. local time, advise callers requesting a guest room of the local time and offer the option to take a message or put the call through.
12. Repeat written messages back to the caller to ensure accuracy.
13. Note the time of the call, and switch on the message light immediately.
14. Print out written messages attractively and professionally, with the complete message, time of call and name of caller.
15. Deliver written messages to the guest room in a sealed envelope within 30 minutes of receipt.

DELIVERIES

A Hotel Employee will:

16. Deliver incoming faxes and packages to the guest room within 15 minutes of receipt.
17. Switch on the guest's message light within 5 minutes of a delivery to the Hotel.
18. Place incoming faxes in an appropriate place inside the guest room using a fax envelope.
19. Ensure that packages are released only with a guest signature upon delivery to the room.

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20. If a room has “Do Not Disturb,” leave a voice mail message asking the guest to contact ‘Guest Services’ for a convenient delivery time.

“DO NOT DISTURB”

21. When the guest places a “Do Not Disturb” on their telephone, the Hotel Operator asks whether the “Do Not Disturb” should be opened at a certain time and notes any exceptions to the instruction.
22. Callers trying to reach guests by phone are informed of a “Do Not Disturb” and may leave a voice mail or written message.
23. Under no circumstance will a “Do Not Disturb” on the telephone be “broken” (except by the Manager on Duty or above).
24. A “Do Not Disturb” on a room means that there will be no knocking on the door or any other disturbance.
25. If a “Do Not Disturb” is on a guest room when the guest is listed as a checkout, a Manager calls the guest no sooner than noon to ask whether departure plans have changed.
26. If a guest orders In-Room Dining but the room is “Do Not Disturb,” the In-Room Dining Server informs the Manager, who will call the guest room and ask if the order may be delivered.
27. If a guest has laundry ready but the room is “Do Not Disturb” when the Valet arrives, the Valet puts a card under the door stating that there was an attempted delivery and requesting a call to ‘Guest Services’ to schedule a convenient delivery time.
28. If a guest has laundry ready through Express service and the room is “Do Not Disturb” when the Valet arrives, the Valet reconfirms the room number, and the Housekeeper Supervisor notifies the guest by phone that the laundry is ready and requests a convenient delivery time.
29. If a guest has “Do Not Disturb” during evening service, a card is put under the door stating that the guest may call ‘Guest Services’ to reschedule.

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LAUNDRY & VALET

1. Same-day dry cleaning and laundry services are available 7 days a week.
2. Pressing is returned within the agreed-upon time and always within one hour.
3. Laundry/dry cleaning bags and order cards placed in the guest room are in like-new condition.
4. When called for laundry service, the 'Guest Services' Operator asks what type of service is desired and when a convenient time for pickup would be.
5. When picking up laundry items, the Valet greets the guest by surname, confirms the items and service requested, including return times, offers additional service, and wishes the guest a pleasant day.
6. Guests are notified of any existing damage or an irreparable stain.
7. Items are returned on or before the stated time.
8. If the guest is not present in the room upon return of items, clothes are hung in the closet, and a sign is left in a visible place advising the guest that items have been returned.
9. Folded items are placed in a tissue-lined wicker basket and placed on the bed.
10. Clothing is crisply pressed, with creases in the correct places.
11. Minor repairs to clothing are automatically performed, for example, a missing button is replaced or a hanging seam is repaired.
12. Personal articles or money left in pockets are returned in a sealed envelope with the guest clothing.

SHOE SHINE

1. If a shoe shine service through 'Guest Services' is requested, the Operator advises guest of the shoe shine basket location and determines a time convenient to the guest for pickup and return.
2. If a shoe shine service is required at the time of rooming or during room cleaning, the shoe shine basket is presented to the guest, a time convenient to the guest for return is determined, and the shoes and basket are removed from the room.
3. The room number is noted and placed in the basket at the time of pickup.
4. Shoes are returned well polished, individually wrapped and placed in a basket by the bedside table on or before the requested time.

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SAFE DEPOSIT BOXES

1. Reception safe deposit boxes are clean, not scratched and free of spots and odor.
2. Safes are accessible to in-house guests 24 hours a day.
3. When a guest asks to reserve a safe, the Receptionist asks the guest's name, uses the name in response, verifies the guest is registered in the Hotel, and then offers the guest a choice of sizes.
4. Safe deposit box forms are completed by the Receptionist with the following information:
 - Guest name and room number
 - Box number
 - Date and time the box was reserved and dates and times of openings and returns of box
5. Guests must sign and date the agreement in the presence of the Receptionist.
6. Guests are assured that only an identical signature will be accepted to open the box and that all signatures are thoroughly verified.
7. Guests are given a key to the box with a caution about the cost and time involved if the key is lost.
8. To open an occupied safe deposit box, the Receptionist asks for the key, box number and signature, which is then compared with the signature on file before the box is opened.
9. The Receptionist turns away or leaves the safe deposit box room while guest is accessing the box.
10. Upon checkout, the Receptionist reminds guests to remove their valuables from the box prior to departure.

NEWSPAPER

1. Local newspapers are folded and placed on the room service tray when ordered with Breakfast.
2. Specially requested "print-to-order" newspapers are delivered to guest rooms within 30 minutes of the order being placed.

FOREIGN EXCHANGE

1. Reception is able to exchange most major currencies as per the Hotel Credit Policies.
2. Exchange rates are updated daily and clearly posted.
3. The guest's money remains visible until the entire calculation is complete and the exchanged currency has been given to the guest with a printed or handwritten exchange receipt.
4. At the conclusion of the transaction, the guest is thanked and offered additional assistance and services.

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PETS

1. Pets receive a “pet amenity” in the guest room, which consists of a pet room service menu and a play toy.
2. A water bowl is placed in the room.
3. Rooms are sanitized after departure of a pet.
4. The Hotel offers a dog-walking service, per local policy and custom.

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ROOM PRESENTATION

1. Upon entering, the guest experiences a room that is clean, elegant and fresh smelling.
2. The room is carefully preset per the guest's preferences and special requests.
3. The carpet is clean and free of stains, debris, tears, loose seams or threads, discoloration or visible wear.
4. Paint is fresh, clean, not chipped and free of stains.
5. Walls, ceilings, baseboards, vents and woodwork are clean, free of scuffs, scratches and stains.
6. Linens are in like-new condition, pressed, fresh and free of discoloration, stains, hairs and holes.
7. Windows, glass doors, mirrors, sills and frames are clean, without streaks or smudges.
8. Windows and doors are secured and easily opened without squeaks or obstructions.
9. Beds have a comfortable and plush appearance.
10. The bed frame, headboard, mattress and box spring are in like-new condition; the bed valance or skirting is fresh and neatly arranged.
11. Drawers and shelves in armoires are paper lined and free of dust, debris, sticky substances and chipped surfaces.
12. Drapes and blinds are free of stains and holes; they hang properly and close properly.
13. Lampshades are clean and free of stains, tears or discoloration; seams face the wall.
14. Furniture and cushions are "puffed up," in like-new condition and free of stains, holes and tears.
15. All electrical switches are in good working order.
16. Light bulbs are dust free and working.
17. All televisions, radios and clocks are in good working order, with correct reception and time; cables are tied together.
18. A printed or on-screen list of television channels is available grouped by genre, with international news first, stating countries of origin and language of broadcast.
19. Telephones are clean; a phone directory and notepad with pen are available next to the phone.
20. A complete and current Directory of Services, free of tears, stains and scratches is available.
21. Periodicals, in new condition, include a popular local lifestyle magazine, a current international business publication and the newsletter.
22. Furniture is clean and neatly arranged.
23. The balcony is swept and clean.

Bathroom

24. The bathroom is clean and spotless, free of hairs, soap residue, cracks, mold and chips.
25. Tile grouting is clean and not discolored.

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26. Bathroom fixtures and faucets are polished, shiny, not dripping and free of hair, damage and discoloration.
27. Temperature controls are simple to use; hot and cold taps are clearly marked.
28. Drains work properly, and taps function smoothly.
29. Counters are clean, dry and free of dirt, film, build-up or dust.
30. The bathroom is stocked with a spare roll of toilet paper, a full box of tissues in a clean tissue dispenser and clean water glasses that are placed reversed on coasters.
31. All towels and bathrobes are in like-new condition, clean, spotless, absorbent and fluffy.
32. Lighting in the bathroom is of superior quality for make-up purposes.
33. Amenities, including cotton buds and pads, are clean, unopened and conveniently displayed.

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SERVICE

1. Routinely stocked articles are delivered to the room within 10 minutes of the guest request.
2. For non-routine items, the guest is given an estimated delivery time and delivery is made within the estimated time.
3. Electrical items delivered to the room are set-up and offered to be plugged in by a Hotel Employee.
4. When offering a choice of items to the guest, a Hotel Employee presents them attractively on a tray.
5. At each service, room furnishings are returned to their original position unless a different arrangement has been specifically requested by the guest.
6. Non-allergenic items such as pillows and soaps are readily available to guests upon request or pre-arrangement.
7. The Room Attendant's hand-carried supplies are always neatly and fully stocked.
8. The Room Attendant places a sign on the door knob when a guest room is being serviced.
9. Guest rooms are serviced twice daily at a time that is personalized according to the guest's use of the room.
10. Room Attendants will turn off the vacuum cleaner when guests are passing in the hallway or when entering a guest room.
11. The temperature setting is not changed unless requested by the guest.
12. The bedding and bathroom linens are replaced on an "as used" basis.
13. An additional bathroom amenity is placed in the room once the existing one has been opened.
14. Bins and ashtrays are emptied and cleaned, and new boxes of matches are provided.
15. Guest toiletries are neatly arranged on a fit-for-purpose quality cloth on the bathroom counter.
16. Only items in the wastepaper basket are thrown out.
17. Newspapers and magazines are neatly arranged on the table.
18. Guest personal papers, money and jewelry are left untouched. If guest's money or jewelry is left outside the safe, the Room Attendant will inform the Manager On Duty or Security so they can decide if it is necessary to double-lock the room.
19. Guest clothing is neatly handled and hung in the closet or folded and placed neatly on the bed or chair; shoes are paired and left in place.

EVENING SERVICE

1. Evening service is provided at a time convenient for the guest.
2. The room is straightened without disturbing the guest's belongings.
3. If "Do Not Disturb" is active, a calling card is left under the door advising the guest to call 'Guest Service' to schedule evening service.
4. In the evening, the room is serviced completely, to the same level and detail as the day service.

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5. Bedroom curtains are closed, lights next to the bed are turned on, and a bottle(s) of water is placed near the bed. (In properties with beautiful views and in separate sitting rooms, curtains are left open.)
6. Bed sheets and duvets are turned back according to the number of occupants.
7. The radio alarm clock is turned toward the bed.
8. The remote control and television channel guide, if printed, are placed on the night table.
9. The In-Room Dining breakfast order card is placed on the desk with a pen.
10. The ice bucket is filled, and ice tongs are placed next to the bucket.
11. Used glasses are replaced with clean ones.

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SPECIAL GUESTS

CORE STANDARDS

1. Special guests receive a handwritten “Welcome” card from the General Manager with a personalized amenity placed in the room before arrival.
2. Special guests receive a personal welcome from a member of senior management upon arrival.
3. Special guests are informed that they will receive preferential seating times, tables and spa service appointments while in residence, and they will have quick access to a car and driver when required.
4. If the special guest is registered under an alias name, this name is used on the registration card and by all Hotel Employees when connecting calls.
5. In person, the special guest is addressed as “Sir” or “Madam.”
6. Special guests receive highly personalized service; for example, specific newspapers are provided, or the in-room bar is specially stocked according to their preference.
7. For the special guest who brings younger guests, a special younger guest amenity is preset in the room.
8. All protocols for official visits are followed.
9. Arrangements are made per the special guest’s expectations and confirmed prior to arrival with the reserving party or local representative, where applicable.
10. The special guest’s privacy is carefully guarded, to ensure that he or she enjoys the luxury of being him- or herself.
11. On departure, special guests receive a personal farewell from a member of senior management.

WELCOME & REGISTRATION

1. Upon arrival, special guests are greeted by name, met with a welcome folder and taken directly to their room.
2. The Lobby Host will inform Reception of the special guest’s arrival, and the Receptionist will register the guest immediately.
3. Hand luggage is brought up to the room when escorting the customer; other luggage is brought to the room within 5 minutes of the special guest entering their room.

ROOM AMENITIES

1. Non-perishable amenities are preset in the guest room before the guest arrives.
2. Highly perishable amenities are delivered to the room within 10 minutes of guest rooming.
3. Amenities have a local touch; presentations are unique and suitable to the in-room environment.
4. Perishable amenities are refreshed daily or are removed entirely.
5. Tableware accompanying amenities is cleaned or replaced daily.

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7. Connoisseur-style In-Room Dining and Hotel Compendium are available in the language of the five major markets for the Hotel, with the Compendium placed in the room written in the guest's home language.
8. Locally appropriate additional in-room amenities reflective of the Hotel's style and positioning are also available, such as samples of themed spa products.

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ROOM AMENITIES FOR YOUNGER GUESTS

1. Younger guests are given special attention.
2. For babies with their parents, the following amenities are preset in the room:
 - Baby cot
 - Baby shampoo and soap in the bathroom
3. Child-safety electrical-socket covers are placed in the amenity basket or are installed, upon guest request, prior to the younger guest's arrival.
4. For younger guests ages 1 - 12, the following amenities are preset in the room:
 - Crib or extra bed, if requested
 - Younger guests' In-Room Dining menu
 - A Conrad younger guest amenity
 - Appropriately sized bathrobe(s)

Additional Hotel Resort standards:

5. Younger guests will be welcomed upon arrival by a representative of the younger guest activities center, who will present them with their own welcome packet.
6. Specialized Spa treatments for younger guests are available, delivered with the same level of professionalism as the adult Spa treatments.
7. A well-articulated younger-guest activities center with a full range of activities is provided throughout peak season.
8. Younger guest sets, including toys, crayons and games, are available for complimentary use in selected outlets.
9. A game zone well away from central areas of the hotel is provided, stocked with electronic and board games.
10. Bathing suits and long-sleeved sun suits for younger guests are available for purchase in the retail outlet.
11. A younger-guest concierge specially trained in serving younger guests is available during day and evening shifts.

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CLUB LOUNGE

REGISTRATION

1. Guests booking a room with Conrad Club Lounge benefits are informed of the special Club Lounge arrival service by the Hotel Reservationist at the time of the booking.
2. During Club Lounge operating hours, a Lobby Host greets arriving Club Lounge guests in the Hotel lobby and escorts them to the elevator.
3. A Hotel Employee explains the key system for access to the Club Lounge.
4. Guests are offered the choice of immediate rooming or a welcome drink at the Club Lounge.
5. The Club Lounge Receptionist will complete a pre-printed registration card by obtaining a passport or other form of approved identification and business card from the guest.
6. Essential guest information is confirmed:
 - Departure date
 - Room category
 - Method of payment
 - Credit-card information
 - Choice of newspaper(s)
 - Special requests
 - Preset arrangements or reservations
7. The rate and room number are never verbalized, but are noted in the guest's welcome packet.
8. The guest's signature is requested to complete the registration.
9. Waiting appointment cards and messages are presented to the guest upon arrival.
10. Large packages are delivered to the guest room.
11. First-time Club Lounge guests are given an explanation of Club Lounge services.
12. The guest is advised of dining options for the next available meal period, and an offer is made to make a reservation.
13. A Club Lounge Receptionist escorts the guest to the room and provides orientation to the room's features.

CLUB LOUNGE

1. A minimum of three international newspapers, one local newspaper and the magazines Newsweek, Fortune and Time are available in the Club Lounge throughout the day.
2. A rich, complimentary continental buffet breakfast is served 7:00am - 10:00am local time Monday through Friday and 7:30am - 10:30am local time on weekends.
3. A complimentary afternoon tea buffet is served 3:00pm - 5:00pm local time.
4. Complimentary snacks including one hot item and alcoholic beverages are served 5:00pm - 7:00 pm local time

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5. Complimentary coffee, tea, juices, waters, sodas, cookies and fruits are available throughout day.
6. Liquor/alcohol is served 5:00pm - 7:00pm local time. These hours may be extended as local custom and the market dictate.

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FOOD & BEVERAGE

CORE STANDARDS

1. All Hotel Employees greet guests, smile, make eye contact and speak clearly and in a friendly manner.
2. The Host/ess acknowledges guests within 15 seconds of arrival at the dining facility.
3. Upon arrival, as part of the greeting, the guest name is determined and then used at least twice during the meal and upon departure.
4. Assistance is offered with coats and bags.
5. The Host/ess offers guests a smoking or non-smoking table, as applicable per local law.
6. A Hotel Employee accompanies guests to the selected, fully laid table.
7. Guests with reservations are seated within 2 minutes of the reserved time at tables with appropriate settings.
8. For guests without reservations or for a change in party size, extra place settings are removed or added before seating.
9. If a wait is unavoidable, guests are advised of the approximate waiting time and, if it exceeds 5 minutes, are offered alternative dining options within the Hotel, if possible.
10. The outlet Manager is active and visibly engaged in guest service activities.
11. Younger guests are given a special welcome and are offered a special chair, drawing utensils and a younger guests' menu, as appropriate.
12. Unless the parents request otherwise, younger guests are served first.
13. The Hotel Employee's attention is easily attracted; guests do not wait for a response to their needs.
14. Hotel Employees are knowledgeable about products used, including daily and seasonal specials, and can discuss them effectively and in detail with guests.

PRESENTATION

15. Curtains and carpets are free of stains, rips and discoloration.
16. Hard-surfaced floors are spotless and without debris.
17. Cutlery is clean, without spots and not bent or discolored.
18. Glasses are well-polished, clean and without cracks, smudges or fingerprints.
19. Tables are clean, without flaws and stable.
20. Linen is clean and free of wrinkles, spots and holes.
21. Menus are clean, without spelling mistakes, tears, creases or pen marks.

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TABLE SERVICE

22. Guest orders are confirmed and repeated back to ensure accuracy.
23. Special requests are carefully noted, for example, cooking times, condiments or changes made to a dish.
24. Food and drinks are served according to the guest's request and preference.
25. Beverage refills are offered before the glass is less than 1/3 full.
26. Ashtrays are capped and changed whenever there is one cigarette butt or other debris.
27. Appropriate tableware is provided before serving an order.
28. Condiments are either preset or served with the food order.
29. Dishes are served at the correct temperature.
30. For wines by the glass, a guest is shown the label and offered a tasting pour before the glass is filled at the table.
31. Servers make every effort to accommodate guests who request items not on the menu and, at the very least, offer a close substitution, if possible.
32. Buffets are clean and free of debris.
33. Buffet selections are clearly labeled.
34. Buffet serving dishes are maintained at least 1/3 full; appropriate service utensils are used and clean ones provided as needed.
35. For hot buffets, warm plates are available with napkins.
36. Ladies are served first.
37. The Hotel's Service Employees combine and minimize the number of visits to the table to provide efficient and uninterrupted service.
38. Table service throughout the meal is anticipatory; guests never have to actively seek the attention of someone who can meet their needs.
39. If a guest leaves the table at any point, the Server will neatly fold and replace the napkin.
40. Except at breakfast, checks are presented upon request in a clean bill folder.
41. Service to the table continues after presentation of the check.
42. If the guest pays cash, the correct change is returned with a receipt.
43. If the guest pays with a credit card, the signature is verified.
44. Receipts are provided automatically.
45. Vacated tables are cleared promptly and reset within 2 minutes.
46. Upon leaving, guests are thanked for their visit and invited back.

PRODUCTS

47. Food products are of the highest quality and fresh from markets.
48. There is consistency in both the quality and presentation of products.

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49. A selection of items that are low in sodium and low in cholesterol is available and appropriately marked on the menus.
50. Low-fat milk, yoghurt and cheese, and low-calorie sugar and jams are available.
51. Menus offer an appealing variety of items, always including regional and international dishes.
52. The younger guests' menu is varied and appealing, offering both nutritional and popular choices.
53. A minimum selection of five white wines, five red wines and two champagnes is available by the glass in all food and beverage outlets.
54. Both regular and decaffeinated specialty coffees are available in all outlets during operating hours.
55. Spirits offered in the Bar are of fashionable labels and include tequilas, vodkas and single-malt whiskies.

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BREAKFAST

1. At least one local and 2 international newspapers are available at the entrance to the restaurant for breakfast.
2. Guests are seated within one minute.
3. A Hotel Employee offers to introduce the guest to the buffet procedure if a buffet service is set.
4. A Hotel Employee offers the guest juice, coffee or tea within one minute of seating.
5. Freshly brewed coffee and tea are poured at the table.
6. The order is taken within 5 minutes of the guest receiving the menu or within 30 seconds of the guest setting it down.
7. Continental breakfast is served within 5 minutes and hot items are served within 10 minutes of ordering.
8. After clearing a breakfast entrée, guests are automatically presented with the bill.

LUNCH & DINNER

1. Table service throughout the meal is anticipatory; guests never have to actively seek the attention of someone who can meet their needs.
2. Guests are offered drinks within 30 seconds of being seated.
3. Drinks are served within 3 minutes of ordering.
4. Menus are presented, and the Server offers menu suggestions, including specialty and signature items and specials of the day.
5. Guests who want to are able to complete their meal within 50 minutes (appetizer, main course and coffee; or main course, dessert and coffee).

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SPECIALTY RESTAURANT

1. In addition to the Core Food & Beverage Standards, service is reflective and supportive of the restaurant's theme.
2. Uniforms are consistent with the restaurant's theme and style.
3. Table tops, menus and decor are appealing, high quality and consistent with the restaurant's theme.
4. Guests are offered drinks, including bottled water, within 60 seconds of seating.
5. A selection of appropriate bakery/savory items based on food style served is brought to the table within 2 minutes of seating.
6. Drinks are delivered/poured within 3 minutes of ordering, and then dinner menus are presented.
7. Servers are knowledgeable about the menu and are flexible about exceptions and substitutions.
8. Servers describe the daily specials.
9. Servers make appetizer and other pairing suggestions to enhance the guest's appreciation of the menu selections.
10. Ladies' orders are taken first.
11. Wine lists are extensive.
12. Hotel Employees are knowledgeable about the wine list and make personalized recommendations according to the guest's interests and food selections.
13. The wine order is taken within 2 minutes of the food order.
14. Bottled wine is opened at the table, and guests are invited to taste and confirm their satisfaction.
15. Amuse-bouches are complimentary and are offered within 5 minutes of the guest ordering.
16. The first course is served within 20 minutes of taking the order.
17. Dishes are cleared within 3 minutes of the last guest at the table finishing the course.
18. Servers deliver courses within 10 minutes of previous course clearing.
19. When presenting courses, if appropriate, the server asks, "Is there anything else we can bring you at this time?"
20. Servers make dessert, specialty coffee and after-dinner liquor suggestions.
21. Servers ask guests if they would like their coffee served with or after their dessert.
22. After-dinner drinks and coffees are served with complimentary sweets or petit fours.
23. Cigars may be offered, in accordance with local law and culture.
24. Bills are only presented upon guest request and then delivered within one minute.
25. Guests are assisted with leaving, thanked by surname for their visit and invited to return to the Hotel.
26. Guests who want to are able to complete dinner within 90 minutes (appetizer, main course, dessert and coffee).

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BAR

1. At the Bar counter, guests are greeted within 30 seconds of arrival.
2. At cocktail tables in the Bar area, guests are greeted and invited to seat themselves.
3. The Bar drinks and appetizer menu is visible on the Bar counter and preset on the tables.
4. After 3:00pm local time, two quality complimentary snacks are presented with drinks.
5. Snacks are replaced completely when the guests eating the snacks leave and otherwise are replaced when less than 1/4 full.
6. Beverage orders are taken within 60 seconds of seating.
7. Servers explain all promotions or special offers, then take and confirm the order.
8. Drinks are served within 3 minutes of ordering, with a napkin.
9. Drinks are prepared as requested, served at the correct temperature and in the appropriate stemware.
10. For wines by the glass, a guest is shown the label and offered a tasting pour before the glass is filled at the table.
11. Appetizers and food orders are taken after delivery of the initial drink order.
12. Appetizers are served within 10 minutes of the order.
13. Appetizer dishes are cleared within 3 minutes of being finished.
14. Beverage refills are automatically offered before beverages are less than 1/3 full.
15. Bartenders are experienced and knowledgeable, and are willing to look up recipes for unfamiliar cocktails requested by guests.
16. Guests are thanked for their visit and invited back.

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LOBBY LOUNGE

1. A Hotel Employee will acknowledge guests within 30 seconds of arrival.
2. Guests are invited to seat themselves, or a Hotel Employee will accompany guests to the desired table.
3. Guests are offered drinks within 60 seconds of seating.
4. The Hotel Employee explains all promotions or special offers, then takes and confirms the order.
5. Drinks are served within 3 minutes of ordering, with a napkin.
6. Menus for the appropriate meal periods are preset on the tables.
7. Drinks are prepared as requested, served at the proper temperature and in the appropriate stemware.
8. For wines by the glass, the guest is shown the label and offered a tasting pour before their glass is filled at the table.
9. Food orders are taken after delivery of the initial drink order.
10. Food is served within 10 minutes of the order.
11. Dishes are cleared within 3 minutes of being finished.
12. Beverage refills are automatically offered before beverages are less than 1/3 full.
13. Two quality complimentary snacks are presented with drinks after 3:00pm local time and are completely replaced when the guests eating the snacks leave, and are otherwise replaced when less than 1/4 full.
14. Follow-up service is provided to the table at frequent intervals so that guests do not actively seek service.
15. Complimentary coffee and tea are available in the Lobby from 5:00am local time until the opening of the all-day dining room.

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IN-ROOM DINING

1. On the phone, the Hotel Employee taking the order will sound calm, unhurried and organised.
2. Telephones are answered, "Good morning [afternoon, evening], In-Room Dining. This is [name]. How may I help you, Mr/s. [guest name]?"
3. To ensure that a complete order has been taken, the Hotel Employee taking the order suggests a range of available options, including beverages, bread and fruit juice (breakfast) and appetizers and desserts (lunch and dinner).
4. Preferences are noted and preparation specifics are confirmed, for example, the cooking style for eggs.
5. The Hotel Employee taking the order asks about preferred condiments, for example, ketchup, mustard, cream, sauce or dressing.
6. Orders are repeated back to guests and an estimated delivery time is provided in minutes until delivery and the actual estimated delivery time; for example, "Your order will take about 20 minutes, so it will be delivered to your room by 9:05."
7. Guest orders are executed as per the guest request.
8. Guests are thanked by name for calling In-Room Dining.
9. Delivery to the room is made within 5 minutes of the estimated delivery time.
10. Continental breakfast is delivered within 20 minutes, all other meals within 30 minutes; drinks will take a maximum of 15 minutes to deliver.
11. Condiment containers are full, clean, not chipped and free of stains and spots.
12. An In-Room Dining Hotel Employee collects trays/tables within 12 minutes of the guest's call for service.

The Hotel's In-Room Dining Server will:

13. Knock on the guest room door, announce, "In-Room Dining," wait 5 seconds, and if there is no answer, repeat the steps.
14. Greet guests by surname, smile, make eye contact and speak clearly in a friendly manner.
15. Offer to set the dining table if the room has one; if not, inquire about seating preference and offer to set the meal outdoors, weather permitting, if there is a terrace or balcony.
16. Place seating conveniently at the table, and offer to pour beverages.
17. For wines by the glass, the guest is shown the label and offered a tasting pour before the glass is filled at the table.
18. Inquire about the guest's satisfaction, explain items as needed and offer additional service.
19. Ensure that everything is in place and ready for the guest to begin the meal.
20. Deliver an accurate check in a folder with a pen for the guest's signature.
21. Explain the table/tray removal procedure and provide a printed card with the same information.
22. Thank the guest and wish the guest a pleasant meal.

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IN-ROOM BAR

1. In-room private bars are clean, without dust or sticky surfaces.
2. The refrigerator is silent and free of odor, stocked with a full selection of high-end, brand-named beverages.
3. Refrigerator contents are neatly arranged, with all labels facing outward.
4. A selection of snack food is available, such as chips, chocolates, mints and cookies.
5. The temperature of the refrigerator is set at 10° - 15°C.
6. The in-room bar is restocked daily.
7. All items are fresh (at least 30 days before expiration date) and in neat packaging that is unopened and not cracked, creased or torn.
8. A current price list is in plain view and accurately corresponds to the beverages and food items provided.
9. Coasters, napkins, mixer sticks and a selection of clean, polished, non-chipped glasses are all available and neatly presented.

Additional Hotel Resort standards:

10. Guests choose their personalized private-bar selections after arrival, either as part of the arrival process or later in their stay by using an extra favourites list available in the private bar.
11. List of available extra favorite selections includes, at a minimum:
 - 4 specialty sparkling and still waters
 - International premium branded soft drinks
 - Intentional premium branded spirits in regular (at least 350ml) size, with a wide selection that includes choices in every major category
 - 12 beers, with at least 2 local or regional offerings
 - 6 white wines and 6 red wines, in both half-size and full-size bottles
 - 12 sweet and 12 savory snacks, at least 4 of which are healthy/organic
 - Sunscreen in minimum 15 and 45 SPF
 - Mosquito repellent or coils
12. Selection is reviewed and updated quarterly.

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COATROOM

1. The Coatroom area is fresh smelling, clean and free of debris.
2. Attractive, fresh flower displays are visible.
3. Mirrors are clean and free of stains, smudges and cracks.
4. Clothes brushes and shoe wipes are available for guests.
5. Any notice informing the guest that the Hotel is not liable for lost or misplaced articles is clearly visible in the Coatroom area.
6. There are no money-collection dishes in sight.
7. Guests are greeted graciously by the Coatroom Attendant as items are accepted.
8. Tokens are provided promptly.
9. A token is issued for each item accepted and is attached to the item with special care not to cause damage.
10. Coats are hung on hangers, and baggage is stored in a suitable location.
11. Guests redeeming their tokens are greeted, a match is made with the token number attached to the item, and the item is returned promptly.
12. Guests are always thanked and wished a pleasant day or evening.

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BUSINESS CENTER

1. The Business Center is accessible 24 hours a day, 7 days a week and is staffed at a minimum 8:00am - 9:00pm local time during weekdays.
2. Hours are clearly posted.
3. Services with prices are clearly posted inside the Center.
4. Hotel Employees are knowledgeable about equipment available in the Business Center: printers, computers, fax, photocopier, Internet, cables and connections.
5. Business Center Employees are knowledgeable about software programs and how to set up and connect equipment, such as printers and modems.
6. Business center Employees are available to assist guests with printing, photocopying, secretarial services, mobile phones and personal computers.
7. Clerical work done for guests is accurately and attractively completed and delivered at or before the agreed-upon time.
8. Business Center services may be charged to the guest room.

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RECREATION

OUTDOOR ACTIVITIES DESK

The Hotel's Outdoor Activities Desk will:

1. Immediately acknowledge guests arriving at the Activities Desk.
2. Offer guests assistance before being asked.
3. Be prepared with knowledge of all existing reservations, whether made in person at the Resort or via pre-arrival arrangements.
4. Listen carefully to requests and ask the guest detailed questions in order to make appropriate, personalized recommendations.
5. Be knowledgeable about all available outdoor services and activities, as well as local attractions.
6. Arrange special private luxury excursions that are available only to Conrad Resort guests.
7. Present options that are personalized according to the guest's needs and interests.
8. Reconfirm all details (activity, date, time, number of people, special requirements, etc.).
9. Note all reservations and other personalized information on a Conrad confirmation card or notepad, and give this to the guest at the conclusion of a guest request.
10. Interrupt contact with a guest no more than once during a conversation.
11. Encourage guests to be in touch again at any time for further assistance.
12. Follow up after the activity to confirm guest satisfaction.

POOL AND BEACH SERVICE

1. Warmly greet or acknowledge arriving guests.
2. Use the guest's name effectively, but discreetly, as a sign of recognition.
3. Give special attention to younger guests by bending down to their eye level when speaking to them; ask parents if they would like you to escort the younger guest to the pool and activities area.
4. Ask guests if they prefer to be seated in the sun or the shade.
5. Escort the guest promptly to the guest's preferred lounge chair.
6. Set up towels on the chair, and position umbrella if necessary.
7. Deliver the following amenities on a tray to the guest upon arrival:
 - Refreshment water
 - Scented/chilled Oshibori towels
 - Spritzer with scent
 - Snack/beverage menu
8. Offer the following additional amenities or services:
 - Sunscreen applied by Spa therapist

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- Sunglass and eyeglass cleaning solution/wipes
 - Books and international magazines
 - Younger guest activities
 - Refreshment amenity consisting of fresh fruit, sorbet or bottled water
9. Make courtesy rounds to replenish guest amenities throughout the guest stay.
 10. Remain well positioned to observe and greet arriving and returning guests.
 11. Organize the guest's chair, and change and refold towels.

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SALON

1. The Salon is open at a minimum 9:00 a.m. - 8:00 p.m. local time.
2. Upon arrival in the Salon, guest reservations and special requests are confirmed by the Salon Receptionist.
3. Coffee, tea and water are offered to guests in the Salon.
4. Treatments start on time.
5. At the end of the treatment, guests are thanked and escorted back to the reception desk, where the accurate, itemized bill is ready.
6. Salon services may be charged to the guest room.

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RETAIL SHOP

1. Retail Shop hours are clearly posted outside the entrance.
2. Guests entering the Retail Shop are acknowledged immediately and offered assistance.
3. The Retail Shop Attendant remains available while the guest is present.
4. Inside and outside, the Retail Shop is clean and well maintained.
5. Retail Shop displays are orderly and in good physical condition.
6. Retail Shop inventory is diverse and includes common travel amenities, international magazines, snacks, brand items and local specialties.
7. The bill is accurate and is presented to the guest for verification.
8. Purchases can be gift-wrapped and shipped.
9. Retail Shop purchases may be charged to the guest room.

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ADMINISTRATION & GENERAL

MANAGEMENT PRESENCE

1. An Executive Hotel Employee is in the Hotel Lobby at appropriate times daily to be available to guests and to respond immediately to guests' comments and queries.
2. An Executive Hotel Employee and senior managers are "on the floor" and highly visible during busy service hours.
3. An Executive Hotel Employee is paged to meet and greet every arriving special guest.

MAINTENANCE REQUESTS

1. Guests receive a first response within 15 minutes of calling 'Conrad Service' or the first point of contact on a maintenance issue.
2. At first point of contact, the Maintenance Employee will clarify the issue, apologize for any inconvenience, and inform the caller of the next step.
3. Guests are assured that the issue in question will be resolved.
4. If a guest room needs to be entered, guests are offered immediate service or asked if there is a more convenient time.
5. Guests are given an estimated repair time after a maintenance issue is reviewed and the necessary repair sequence is determined by the Maintenance Employee.
6. Work areas are cleaned after a repair and, if necessary, Housekeeping is notified to re-clean the room.
7. If an issue cannot be remedied in a timely manner, guests are offered an alternative room and moved at their convenience.
8. If the guest is not present and the maintenance request cannot be remedied immediately, a voice mail message is left for the guest advising of the next step.
9. The Manager on Duty is informed and follows up with guests concerning unresolved maintenance Issues.
10. If the guest is not present upon completion of maintenance, a pre-printed, personalized card is left in the room advising the guest that the issue has been resolved.
11. Guests are thanked if they are in the room when maintenance is completed and offered an apology for the inconvenience.

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SERVICE RECOVERY

1. Every guest service problem, no matter how minor, is communicated to the Manager on Duty within one hour.
2. The Manager on Duty will inform all operational managers of a service problem.
3. The General Manager and senior managers will receive written copies of the incident by the next morning.
4. Hotel Employees respond quickly and effectively to all guest complaints.
5. At the first point of contact with a guest making a complaint, the Employee makes a gracious introduction and extends an apology.
6. If contact is made in person, the Employee suggests that they move to a comfortable and discreet location to continue the conversation.
7. The guest name is used in the conversation as the Employee extends assistance in resolving the issue.
8. The Employee offers the guest undivided attention and uses active listening and open-ended questioning to determine details about the complaint or suggestion.
9. At least one appropriate option is offered to resolve the situation quickly and positively.
10. If appropriate, the next level of management is called to assist; a full briefing is provided so the guest never has to repeat a description of the problem.
11. The guest is thanked for bringing the situation to the Hotel's attention and for staying at the Hotel.
12. An appropriate, pleasant and respectful concluding remark is made.
13. All service recovery incidents are logged in the property management system so that all Hotel Employees are aware of them when the guest returns.

WRITTEN COMPLAINTS TO THE EXECUTIVE OFFICE

1. Written complaints are acknowledged within 24 hours of receipt; they are investigated and a follow-up letter is sent within 3 business days.
2. Letters or billing inquiries are resolved and responded to within 3 business days.
3. If a response requires more time, the guest is sent a notification indicating that more time is needed, with an estimated time for the next communication.