

	<b>QUALITY ASSURANCE Brand Service Standards</b>	<i>CODE:</i> 09.02.004
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 3

## 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.

	<b>QUALITY ASSURANCE Brand Service Standards</b>	<i>CODE:</i> 09.02.004
		<i>EDITION:</i> 1
		<i>PAGE</i> 2 OF 3

## 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.

	<b>QUALITY ASSURANCE Brand Service Standards</b>	<i>CODE:</i> 09.02.004
		<i>EDITION:</i> 1
		<i>PAGE</i> 3 OF 3

## 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.