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|  | QUALITY ASSURANCE Brand Service Standards | <i>CODE:</i> 09.02.005 |
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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.