

	<b>QUALITY ASSURANCE</b> <b>Brand Service Standards</b>	<i>CODE:</i> 09.02.007 <i>EDITION:</i> 1 <i>PAGE</i> 1 OF 3
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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.