

	<b>QUALITY ASSURANCE Brand Service Standards</b>	<i>CODE:</i> 09.02.008
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## GUEST SERVICES

### 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.

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19. Ensure that packages are released only with a guest signature upon delivery to the room.
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.