

	QUALITY ASSURANCE Brand Service Standards	<i>CODE:</i> 09.02.011
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 2

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.

	QUALITY ASSURANCE Brand Service Standards	<i>CODE:</i> 09.02.011
		<i>EDITION:</i> 1
		<i>PAGE</i> 2 OF 2

4. Complimentary snacks including one hot item and alcoholic beverages are served 5:00pm - 7:00 pm local time
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.