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ADMINISTRATION & GENERAL

MANAGEMENT PRESENCE

1. An Executive Hotel Employee is in the Hotel Lobby at appropriate times daily to be available to guests and to respond immediately to guests' comments and queries.
2. An Executive Hotel Employee and senior managers are "on the floor" and highly visible during busy service hours.
3. An Executive Hotel Employee is paged to meet and greet every arriving special guest.

MAINTENANCE REQUESTS

1. Guests receive a first response within 15 minutes of calling 'Conrad Service' or the first point of contact on a maintenance issue.
2. At first point of contact, the Maintenance Employee will clarify the issue, apologize for any inconvenience, and inform the caller of the next step.
3. Guests are assured that the issue in question will be resolved.
4. If a guest room needs to be entered, guests are offered immediate service or asked if there is a more convenient time.
5. Guests are given an estimated repair time after a maintenance issue is reviewed and the necessary repair sequence is determined by the Maintenance Employee.
6. Work areas are cleaned after a repair and, if necessary, Housekeeping is notified to re-clean the room.
7. If an issue cannot be remedied in a timely manner, guests are offered an alternative room and moved at their convenience.
8. If the guest is not present and the maintenance request cannot be remedied immediately, a voice mail message is left for the guest advising of the next step.
9. The Manager on Duty is informed and follows up with guests concerning unresolved maintenance issues.
10. If the guest is not present upon completion of maintenance, a pre-printed, personalized card is left in the room advising the guest that the issue has been resolved.
11. Guests are thanked if they are in the room when maintenance is completed and offered an apology for the inconvenience.

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SERVICE RECOVERY

1. Every guest service problem, no matter how minor, is communicated to the Manager on Duty within one hour.
2. The Manager on Duty will inform all operational managers of a service problem.
3. The General Manager and senior managers will receive written copies of the incident by the next morning.
4. Hotel Employees respond quickly and effectively to all guest complaints.
5. At the first point of contact with a guest making a complaint, the Employee makes a gracious introduction and extends an apology.
6. If contact is made in person, the Employee suggests that they move to a comfortable and discreet location to continue the conversation.
7. The guest name is used in the conversation as the Employee extends assistance in resolving the issue.
8. The Employee offers the guest undivided attention and uses active listening and open-ended questioning to determine details about the complaint or suggestion.
9. At least one appropriate option is offered to resolve the situation quickly and positively.
10. If appropriate, the next level of management is called to assist; a full briefing is provided so the guest never has to repeat a description of the problem.
11. The guest is thanked for bringing the situation to the Hotel's attention and for staying at the Hotel.
12. An appropriate, pleasant and respectful concluding remark is made.
13. All service recovery incidents are logged in the property management system so that all Hotel Employees are aware of them when the guest returns.

WRITTEN COMPLAINTS TO THE EXECUTIVE OFFICE

1. Written complaints are acknowledged within 24 hours of receipt; they are investigated and a follow-up letter is sent within 3 business days.
2. Letters or billing inquiries are resolved and responded to within 3 business days.
3. If a response requires more time, the guest is sent a notification indicating that more time is needed, with an estimated time for the next communication.