

THE RITZ-CARLTON HOTEL

THREE STEPS OF SERVICE

1. A warm and sincere greeting. Use the guest's name, if and when possible.
2. Anticipation and compliance with guest needs.
3. Fond Farewell. Give them a warm good-bye and use their names, if and when possible.

MOTTO

"We are Ladies and Gentlemen Serving Ladies and Gentlemen"

CREDO

The Ritz-Carlton Hotel is a place where the genuine care and comfort of our guests is our highest mission.

We pledge to provide the finest personal service and facilities for our guests who will always enjoy a warm, relaxed yet refined ambience.

The Ritz-Carlton experience enlivens the senses, instills well-being, and fulfills even the unexpressed wishes and needs of our guests.

THE RITZ-CARLTON BASICS

1. The Credo will be known, owned and energized by all employees.
2. Our motto is: "We are Ladies and Gentlemen serving Ladies and Gentlemen".
Practice teamwork and "lateral service" to create a positive work environment.
3. The three steps of service shall be practiced by all employees.
4. All employees will successfully complete Training Certification to ensure they understand how to perform to the Ritz-Carlton standards in their position.
5. All employees will successfully understand their work area and Hotel goals as established in each strategic plan.

6. All employees will know the needs of their internal and external customers (guests and employees) so that we may deliver the products and services they expect. Use guest performance pads to record specific needs
7. Each employee will continuously identify defects (Mr. BIV) throughout the Hotel.
8. Any employee who receives a customer complaint “owns” the complaint.
9. Instant guest pacification will be ensured by all. React quickly to correct the problem immediately. Follow-up with a telephone call within twenty minutes to verify the problem has been resolved to the customer’s satisfaction. Do everything you possibly can to never lose a guest.
10. Guest incident action forms are used to record and communicate every incident of guest dissatisfaction. Every employee is empowered to resolve the problem and to prevent a repeat occurrence.
11. Uncompromising levels of cleanliness are the responsibility of every employee.
12. “Smile-We are on stage.” Always maintain positive eye contact with our guests. (Use words like- “Good Morning,” “Certainly,” “I will be happy to” and “My pleasure”).
13. Be an ambassador of your hotel in and outside of the work place. Always talk positively. No negative comments.
14. Escort guests rather than pointing out directions to another area of the Hotel.
15. Be knowledgeable of Hotel information (hours of operation, etc.) to answer guest inquiries. Always recommend the Hotel’s retail and food beverage outlet prior to outside facilities.
16. Use proper telephone etiquette. Answer within three rings and with a “smile.” When necessary, ask the caller, “May I place you on hold.” Do not screen calls. Eliminate call transfers when possible.
17. Uniforms are to be immaculate; Wear proper and safe footwear (clean and polished), and your correct name tag. Take pride and care in your personal appearance (adhere to all grooming standards).
18. Ensure all employees know their roles during emergency situations and are aware of fire and life safety processes.

19. Notify your supervisor immediately of hazards, injuries, equipment or assistance that you need. Practice energy conservation and proper maintenance and repair of Hotel property and equipment.
20. Protecting the assets of a Ritz-Carlton Hotel is the responsibility of every employee.