

Date: _____

Checklist Score: _____

✓	Core Values Checklist
	Anticipate and exceed guest expectations with genuine sincerity.
	Maintain a professional staff at the highest standards through continuous training and development.
	Treat each guest and employee as a member of our family, with respect, honesty, appreciation, and concern.
	Protect and further our financial wellbeing.
	Perform all duties safely, legally, and ethically.
	Continuously strive for product improvement.
	Respect and protect our environment and its resources.
	Communicate positively about the resort, on and off property.

✓	Employee Service Expectations Checklist
	Anyone who receives a guest request owns it.
	Accommodate all special needs in a positive and timely fashion, and follow up with the guest.
	Anyone who receives a guest problem owns it.
	Acknowledge every guest within 10 feet with eye contact, good posture, and a smile.
	Provide a positive and friendly greeting within 5 feet. Always be the first person to speak.
	Ensure that guests are escorted to their destination.
	Always acknowledge guest needs first by opening doors and offering the right of way.
	Always cease personal conversations when a guest approaches.
	Seek to identify the guest's needs first.

Always cease personal conversations when a guest approaches.

General Manager Hotel Opening Manual And Checklist

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Table of Contents General Manager Hotel Opening Manual And Checklist

1. Understanding the eBook General Manager Hotel Opening Manual And Checklist
 - The Rise of Digital Reading General Manager Hotel Opening Manual And Checklist
 - Advantages of eBooks Over Traditional Books
2. Identifying General Manager Hotel Opening Manual And Checklist
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an General Manager Hotel Opening Manual And Checklist
 - User-Friendly Interface
4. Exploring eBook Recommendations from General Manager Hotel Opening Manual And Checklist
 - Personalized Recommendations
 - General Manager Hotel Opening Manual And Checklist User Reviews and Ratings
 - General Manager Hotel Opening Manual And Checklist and Bestseller Lists
5. Accessing General Manager Hotel Opening Manual And Checklist Free and Paid eBooks

- General Manager Hotel Opening Manual And Checklist Public Domain eBooks
- General Manager Hotel Opening Manual And Checklist eBook Subscription Services
- General Manager Hotel Opening Manual And Checklist Budget-Friendly Options
- 6. Navigating General Manager Hotel Opening Manual And Checklist eBook Formats
 - ePub, PDF, MOBI, and More
 - General Manager Hotel Opening Manual And Checklist Compatibility with Devices
 - General Manager Hotel Opening Manual And Checklist Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of General Manager Hotel Opening Manual And Checklist
 - Highlighting and Note-Taking General Manager Hotel Opening Manual And Checklist
 - Interactive Elements General Manager Hotel Opening Manual And Checklist
- 8. Staying Engaged with General Manager Hotel Opening Manual And Checklist
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers General Manager Hotel Opening Manual And Checklist
- 9. Balancing eBooks and Physical Books General Manager Hotel Opening Manual And Checklist
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection General Manager Hotel Opening Manual And Checklist
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine General Manager Hotel Opening Manual And Checklist
 - Setting Reading Goals General Manager Hotel Opening Manual And Checklist
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of General Manager Hotel Opening Manual And Checklist
 - Fact-Checking eBook Content of General Manager Hotel Opening Manual And Checklist
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development

- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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