# Hotel General Manager Checklist



Location / Asset (s):	Date:	
Assigned To:	Checklist Score:	
Signed By:		

1	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.
	Communicate positivery about the resort, on and off property.

1	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
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# **General Manager Hotel Opening Manual And Checklist**

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#### **General Manager Hotel Opening Manual And Checklist:**

Globalizing International Human Resource Management Chris Rowley, Malcolm Warner, 2013-09-13 This edited book in twelve chapters on covers a wide range of regional and national cultures as well as perspectives exploring how these might shape both theory and practice in the field of international human resource management The Hotel Monthly John **Professional Management of Housekeeping Operations** Thomas J. A. Jones, 2007-10-26 Now in its fifth Willy, 1928 edition Professional Management of Housekeeping Operations is the essential practical introduction to the field a complete course ranging from key principles of management to budgeting from staff scheduling to cleaning With expanded attention to leadership and training budgeting and cost control and the increasingly vital responsibility for environmentally safe cleaning the latest edition of this industry standard also includes new case studies that help readers grasp concepts in a real world setting Instructor's Manual Test Bank in both Word and Respondus formats Photographs from the text and PowerPoint Slides are available for download at www wiley com college Chain Store Age ,1950 **List of Officers and Members** American Mathematical Society, 1914 Catalog of Copyright Entries. Third Series Library of Congress. Copyright **Decisions and Orders of the National Labor Relations Board** United States. Office, 1957 **The Spur** ,1927 National Labor Relations Board 1987-07 Tax Court Memorandum Decisions Commerce Clearing House, 1999 Contains the full texts of all Tax Court decisions entered from Oct 24 1942 to date with case table and topical index Our Navy, the Standard Publication of the U.S. Navy ,1921

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