Front Desk Policies and Procedures.

Name Recognition!

 It is essential that we use the guest name. It creates a personal connection between the guest and yourself that makes them feel welcome and valued.

Check In Procedure

- Always greet quest with a smile.
- ✓ Use guest name at check in at least twice.
- Acknowledge their Hhonors tier and airline.
- If guest is not already a Hhonors member offer to sign them up.
- Verify room type and length of stay.
- Make sure the guest initials rate and signs the registration card. Unless they are Gold or a Diamond member then just give them keys.
- Remind guest of our 100% Hampton quarantee policy.

Inform guest of all hotel amenities and hours of operation.

- Complimentary hot breakfast
- Fitness center
- Pool
- Guest laundry
- Business center
- Complimentary high speed Internet access...

Never say guestroom number out loud politely point at number on key card sleeve.

Courtesy Call back Log

- After guest checks into room you need to call their room to ensure the quality and comfort of the guestroom.
- Offer a wakeup call.
- Remind them again of the 100% Hampton guarantee.
- Thank the guest for their business.

Proper Check out Procedure

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C Cleary

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