

Date: _____

Checklist Score: _____

- 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 care for the property and its contents.
- Communicate positively about the resort, on and off property.

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.
Save the best for last.

General Manager Hotel Opening Manual And Checklist

Lingsheng Yao



General Manager Hotel Opening Manual And Checklist:

The Enigmatic Realm of **General Manager Hotel Opening Manual And Checklist**: Unleashing the Language is Inner Magic

In a fast-paced digital era where connections and knowledge intertwine, the enigmatic realm of language reveals its inherent magic. Its capacity to stir emotions, ignite contemplation, and catalyze profound transformations is nothing short of extraordinary. Within the captivating pages of **General Manager Hotel Opening Manual And Checklist** a literary masterpiece penned by a renowned author, readers attempt a transformative journey, unlocking the secrets and untapped potential embedded within each word. In this evaluation, we shall explore the book's core themes, assess its distinct writing style, and delve into its lasting effect on the hearts and minds of those that partake in its reading experience.

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