

# Guest Service Standards for Front-Line Personnel

## How to Build a Relationship with Each Guest

### Greeting the Guest

Do I acknowledge the guests' presence by the time they get within two feet

Do I say: "Hello", "Good Morning", "Good Afternoon", or "Good Evening!"-

Do I ask "How may I help you?"

or if I am with a guest do I let them know that "someone will be right with you!"

When talking with co-workers, Do I interrupt my co-workers when a guest approaches so that the guest knows that they are the first priority?

### Communication

Do I appear approachable?

Do I wear a name tag or staff uniform so that I am easily recognizable to the guest?

Is my voice tone, body language and the words I choose, fun, energetic and enthusiastic?

Do I offer suggestions and explain options to their satisfaction?

Do I ask questions, listen and then repeat back what I think I heard to make sure I understand?

### Dealing with Upset Customers or Complaints

Do I listen to the complaint, without interrupting, taking notes if possible?

Do I pass on the information about the complaint to someone who can help us avoid that situation in the future?

### Product Sales and Reservations

Do I provide options or alternatives if we are unable to fill a guest's request?

Do I repeat back the guest's request to make sure it is correct?

Do I say, "Thank you" to each guest?

### Safety and Cleanliness

Safety #1, Cleanliness #2 Do I pick up trash and do whatever I can to help keep the facility safe and look neat and tidy?

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