


STANDARD OPERATING PROCEDURES

CHAMBERS 1.0 – UNDERSTAND THE SERVICE OF



Hilton
HOTELS & RESORTS

| | |
|-------------------|---------------|
| PURPOSE... | Welcome Guest |
| WHEN TO... | Upon arrival |

| TASK | THIS IS HOW WE DO IT... |
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| <ul style="list-style-type: none"> Warm greeting  | <ul style="list-style-type: none"> ➤ Hostess/ team member must acknowledge and greet the guest within 30 seconds of arrival. ➤ Proper greeting is used with warm smile and eye contact “Good morning / evening, welcome to Chambers Grill” |
| <ul style="list-style-type: none"> Repeat guest / regular | <ul style="list-style-type: none"> ➤ How are you today? (Followed by guest name, if known) ➤ If you can recognize the guest, say “We are very pleased to see you again / Good to have you here, Mr Tan. We have been expecting you.” |

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|---------------------|--|
| RESULT... | Guest will be welcomed to make them feel at home during their experience. |
| STANDARDS... | <ul style="list-style-type: none"> ➤ Guest name to be used during interaction, not more than 2 times. ➤ Body posture should be straight. ➤ 15 feet away -Hostess need to make eye contact with the guest as they are approaching, facial expression should be friendly with warm smile ➤ 5 feet away – Verbal greeting |

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| Prepared By : | Acknowledge by: | Approve By: |
| Assistant Outlet Manager | Director Of Food & Beverage | Hotel Manager / Director Of Operation |

