

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...
<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.”

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

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

