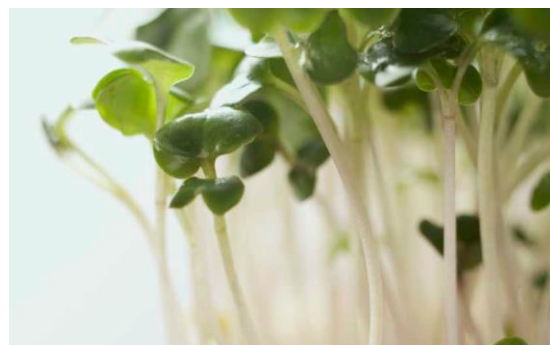


HERB N' KITCHEN
STANDARD OPERATING PROCEDURE

GENERAL GUEST SERVICE



HERB N' KITCHEN



WELCOME TO HERB N' KITCHEN

STANDARD OPERATING PROCEDURE

GENERAL GUEST SERVICE

HERB N' KITCHEN PROMISE/STANDARD

Herb N' Kitchen promises to consistently deliver excellent guest service in the spirit of our brand pillars of Fresh, Casual, and Handcrafted by upholding the tenets outlined below.

TEAM MEMBER CONTRIBUTION

- A. When guests approach a Herb N' Kitchen team member, they will be acknowledged with a smile and greeting – their last name used if known.
- B. Guests must be welcomed in their own language, if possible. If it is not clear which country the guest is from, or their language isn't spoken, they should be greeted in the local language and with a smile.
- C. Guests must be acknowledged by the Herb N' Kitchen team while waiting. When busy, waiting guests should be acknowledged and, when appropriate, greeted with a mention that they will be served as soon as possible.
- D. Eye contact should be maintained and the guest's name used in conversation if known.
- E. Maintain an enthusiastic and sincere vocal tone, while steady and calm to communicate serenity to the guest.
- F. After assisting a guest:
 - i. Ask if they need anything else; and
 - ii. Invite the guest to contact them or one of the other Herb N' Kitchen team members if additional needs or questions arise.
 - iii. Thank the guest for their business.
- G. Children that arrive at Herb N' Kitchen with their parents should be acknowledged.
- H. If a guest's request cannot be immediately dealt with, someone who can deal with the problem must be immediately contacted and the guest must be told who is now dealing with their request, and when it will be satisfied.
- I. Employees of Herb N' Kitchen must be knowledgeable about the facility and the hotel's general services, amenities and features.
- J. When asked for directions around the hotel, refer the guest to the Hotel Concierge. Escort them to the main Herb N' Kitchen entrance door and indicate the location of the Concierge.
- K. Always open and hold doors for guests.
- L. Herb N' Kitchen employees must be professional and well groomed, consistent with the Herb N' Kitchen and hotel's standards.
- M. Personal conversations are prohibited within guest proximity. Conversations between Herb N' Kitchen associates must be terminated immediately when a guest approaches.
- N. Conversations regarding complaints, problems or situations are prohibited within guest proximity.
- O. Personal items are not permitted in the work area. They must be stored in the staff room.
- P. Personal beverages, food and chewing gum are not allowed in Herb N' Kitchen, except for in designated staff areas.
- Q. Herb N' Kitchen must be attended at all times. Under no circumstances should it be left without a staff member for any amount of time.
- R. Herb N' Kitchen employees must maintain good posture while in the presence of a guest. Leaning, sitting, slouching, and crossed arms are not allowed when speaking to a guest.
- S. Do not approach guests for personal reasons.

LEADERSHIP CONTRIBUTION

- A. Managers will set the example for all team members by consistently demonstrating the behaviors outlined above.
- B. Managers will conduct regular audits and provide positive feedback to their team, or feedback for improvement, to support successful future interactions with our guests.

COMMITMENT ACCEPTED – TEAM MEMBER

Name: _____

Role: _____

Date: _____

Signature: _____

COMMITMENT ACCEPTED – LEADER

Name: _____

Role: _____

Date: _____

Signature: _____