

2.3.0



MADE
Market

MADE MARKET STANDARD OPERATING PROCEDURES

GUEST RELATIONS





Standard: Guest Relations
Ownership: The Entire Team, with emphasis on Management
Date: 3.18.13

MADE MARKET PROMISE/STANDARD

Made Market will make itself available to criticism and document all guest complaints. Management will acknowledge guest complaints within 48 hours of receipt—whether written or over the telephone—and must begin working toward a resolution satisfactory to the customer and Hilton Worldwide.

TEAM MEMBER CONTRIBUTION

- T.2.3.1 Made Market must maintain a clear and understandable written "Problem Free" policy to assure maximum guest satisfaction is maintained. This should include participation in the Made Market Social Media Monitoring and other guest comment channels including comment cards.
- T.2.3.2 All guest complaints must be documented in the Guest Complaint log book or alternate appropriate electronic system, i.e. OnQ PM Service Recovery or other restaurant service tracking software. Confirm if MM is eligible to use this OnQ system.
- T.2.3.3 Made Market management must acknowledge in writing within 48 hours of receipt all written complaints received at the restaurant from any source.
- T.2.3.4 Complaints that require investigation must, within 48 hours of receipt, be acknowledged and the guest advised that the complaint will be researched a date of when the guest will receive a response.
- T.2.3.5 Guest complaint calls referred to Made Market by the hotel must be acknowledged within 48 hours of receipt.
- T.2.3.6 Made Market must maintain procedures to ensure that hotel Made Market guest complaints are received during operating hours, and whenever possible, responded to while the guest is still in-house at the hotel.



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- T.2.3.7 If, in the opinion of Made Market, the complaints or underlying issues are not fully and correctly resolved, Hilton Worldwide may require Made Market to produce and implement a plan and timetable for rectification satisfactory to Hilton Worldwide.
- T.2.3.9 Made Market must actively participate in the following Hilton Worldwide quality management and customer loyalty measurement systems:
- a) Quality Assurance (QA) Program;
 - b) Satisfactory And Loyalty Tracking (SALT) Program.
 - c) Others as assigned based on business needs and measurement tools developed for monitoring guest satisfaction.
- T.2.3.10 Complaints about Made Market received at the Hilton Corporate Offices, a Regional Hotel Support Center or Corporate Guest Assistance may be resolved by the Corporate Guest Assistance Department. The Corporate Guest Assistance Department has authority from the Licensee to refund or rebate up to the equivalent of two complimentary Breakfast, Lunch or Dinner Entrees in the form of cash, credit card refund, award HHonors points or other products or services in order to satisfy the guest. Made Market will be billed and must pay for these refunds or rebates.



LEADERSHIP **CONTRIBUTION**

Managers will set the example for all team members by consistently demonstrating the behaviors outlined above.

COMMITMENT **ACCEPTED** - Team Member

Name: _____

Role: _____

Date: _____

Signature: _____

COMMITMENT **ACCEPTED** - Leader

Name: _____

Role: _____

Date: _____

Signature: _____