

2.1.0



MADE
Market

MADE MARKET STANDARD OPERATING PROCEDURES

GENERAL GUEST SERVICE





Standard: General Guest Service
Ownership: Entire Made Market Team
Date: 3.18.13

MADE MARKET PROMISE/STANDARD

Made Market promises to consistently deliver excellent guest service in the spirit of our brand pillars of Fast, Thoughtful and Authentic by upholding the tenets outlined below.

TEAM MEMBER CONTRIBUTION

- T.2.1.1 When guests approach a Made Market team member, they will be acknowledged with a smile and greeting – their last name used if known.
- T.2.1.2 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.
- T.2.1.3 Guests must be acknowledged by the Made Market 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.
- T.2.1.4 Eye contact should be maintained and the guest's name used in conversation if known.
- T.2.1.5 Maintain an enthusiastic and sincere vocal tone, while steady and calm to communicate serenity to the guest. Our words and tone should be in the spirit of being Thoughtful and Authentic.
- T.2.1.6 After assisting a guest:
 - a) Ask if they need anything else; and
 - b) Invite the guest to contact them or one of the other Made Market team members if additional needs or questions arise.
 - c) Thank the guest for their business



- T.2.1.7 Children that arrive at Made Market with their parents should be acknowledged.
- T.2.1.8 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.
- T.2.1.9 Employees of Made Market must be knowledgeable about the facility and the hotel's general services, amenities and features.
- T.2.1.10 When asked for directions around the hotel, refer the guest to the Hotel Concierge. Escort them to the main Made Market entrance door and indicate the location of the Concierge.
- T.2.1.11 Always open and hold doors for guests.
- T.2.1.12 Made Market employees must be professional and well groomed, consistent with the Made Market and hotel's standards.
- T.2.1.13 Personal conversations are prohibited within guest proximity. Conversations between Made Market associates must be terminated immediately when a guest approaches.
- T.2.1.14 Conversations regarding complaints, problems or situations are prohibited within guest proximity.
- T.2.1.15 Personal items are not permitted in the work area. They must be stored in the staff room.
- T.2.1.16 Personal beverages, food and chewing gum are not allowed in Made Market, except for in designated staff areas.
- T.2.1.17 The Market must be attended at all times. Under no circumstances should the Market Counter be left without a staff member for any amount of time.
- T.2.1.18 Made Market 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.
- T.2.1.19 Do not approach guests for personal reasons.



LEADERSHIP CONTRIBUTION

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