



THE MONARCH

Guest Services User Guide

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The Monarch Hotel

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The Monarch Hotel

Toronto, Ontario M3J 3M6

CA

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Preface

Welcome to The Monarch Hotel Guest Services Employee User Guide 1.0!

Guest services personnel are responsible for minding the front desk, handling guest requests and problems, and making notes on guests to provide them with the best service. They are often guest's contact to other services offered by the hotel.

In guest services, the satisfaction of our guests are our life. Everything that you do as a guest services employee is to enhance the experience of a guest and to make their stay easier.

This book outlines your responsibilities as a guest services employee at The Monarch Hotel, including following the [Code of Conduct](#), [Behaviour](#), [Teamwork](#), [Front Desk Procedures](#), and fulfilling [Guest Requests](#).



Chapter 1

Code of Conduct

Learning Goals

1. Learn about The Monarch Hotel mission and values.
2. Be informed about applicable laws and regulations.
3. Understand your legal responsibilities and the disciplinary process.

The Code of Conduct outlines The Monarch Hotel mission and values, expected employee behaviour, ethics and standards, and employment laws.

If you have any questions or concerns regarding the Code of Conduct, contact your hotel or regional manager.

Mission and Company Values

The Monarch Hotel mission statement and company values guides everything we do.

Mission Statement

The Monarch Hotel strives to ensure guests experience top-tier hospitality and create long-lasting memories by providing comprehensive and immersive content that makes our guests feel excited and confident so they can travel with us worry free and go on the adventure of a lifetime.

Company Values

The Monarch Hotel is a luxury hotel company dedicated to excellence in the global hospitality industry. We continually seek to define luxury and provide guests with an experience unlike any other.

Our four company values are service, quality, passion, and community. Every day, we carry these values with us in everything we do.

Service

We put the customer first. We treat everyone not just as we would like to be treated, but how we want those we love most to be treated.

Quality

Quality is built into everything we do. Our standard is excellence, and our goal is perfection.

Passion

We consider our duties more than just work. We are passionate about delivering luxury and excellence. We are proud to represent The Monarch Hotel brand in everything we do.

Community

We create community amongst ourselves and the people we serve. We take pride in building strong relationships and treating everyone well. We recognize our place in the community and work to give back.

Our People

Our guests come from all over the world. Whether they are visiting our hotel for business or leisure, they choose The Monarch Hotel because of our standard of excellence.

Serve the World Initiative

In addition to the goal of sharing our hospitality with The Monarch Hotel guests, we also strive to use hospitality to make the world a better place.

Through our Serve the World initiative, we help disadvantaged students both nationally and internationally with their careers in hospitality and tourism by providing tuition, free training, and lodging at our hotel locations.

Through our initiative, we hope to not only share our brand of hospitality with our guests, but with everyone.



Employee Laws

As an employee of The Monarch Hotel, you are protected under the [Employment Standards Act, 2000](#) (ESA). The ESA sets the minimum rights and responsibilities for most employees and employers in Ontario.

Overview of the Employment Standards Act

All employees of The Monarch Hotel are protected by the standards included in the Employee Standards Act. The ESA covers a wide range of employment standards, including:

- minimum requirements for employment.
- provisions for employees with family responsibilities.
- flexibility in work arrangements.
- mechanisms for complaince and enforcement.
- wages, payment, tips, and gratuities.
- leave and vacation time.

No employee can agree to waive or give up their rights under the ESA. Any such agreement is null and void.

If an agreement gives an employee a greater right or benefit than the minimum ESA standard, then that agreement applies instead of the minimum standard.

Please visit and read the [Guide to the Employment Standards Act](#) for a full summary of your rights and obligations.

The Health and Safety Contact Centre

If you have a concern about anything related to your safety or the safety of others, please notify the Ministry of Labour. Any instances of fatalities, critical injuries, work refusals, reprisals and unsafe work

practices must also be reported to the Health and Safety Contact Centre.

Please contact The Health and Safety Contact Centre to report violations to the Employee Standards Act.

Complete [this form](#) to file a claim for any issues regarding payment of wages, public wages, hours of work, overtime pay, vacation time and pay, statutory leave and all other provisions covered by the Employee Standards Act.

Contact the Health and Safety Contact Centre through the numbers listed in Table 1.

Contact	Phone Number
Phone	(416) 326-7160
Fax	(905) 577-1316
Toll-free 24hr. Help	1 (877) 202-0008

Table 1: The Health and Safety Contact Centre Phone Numbers

In an emergency, always call 911 immediately.

For more resources, please visit the [Ministry of Labour, Training and Skills Development](#) website.

Employee Expectations and Responsibilities

As employees of The Monarch Hotel, we are responsible for maintaining the high standards of the hotel by working and behaving according to the rules and regulations of the hotel. Employees are responsible for maintaining a positive work environment. The expectations and responsibilities of the employees of The Monarch Hotel are as follows:

- Employees are expected to act according to the law. We expect employees to have in-depth knowledge of their legal obligations in areas related to their work responsibilities.
- As the brand ambassadors of The Monarch Hotel, employees are expected to be champions of the ethics of the hotel and behave accordingly.
- Associates of The Monarch Hotel are expected to demonstrate integrity in everything they do.
- Associates of The Monarch Hotel are expected to have thorough knowledge of the Code of Conduct and hotel policies.
- Any violation to the Code of Conduct should be reported to the overseeing department head.
- Employees of The Monarch Hotel are responsible for safeguarding the valuable possessions and confidential information of the hotel.

Raising Concern About Employee Misconduct

Misconduct refers to when an employee behaves in a way that is detrimental to the company's functioning. If, for any reason, an employee decides to engage in misconduct, The Monarch Hotel reserves the right to immediate termination of the employee contract.

Misconduct may come in the form of (but not limited to) the following:

- rejection of appropriate workplace conduct.

- failing to pertain to company outlined rules and procedures.
- refusal to follow reasonable instructions outlined by the company.
- withholding of vital information to the detriment of the organization.
- continual unexplained tardiness.
- unaccounted for absences.
- engaging in disruptive behaviour.



Severe Misconduct

Misconduct may escalate to severe misconduct depending on the circumstances and consequences of the behaviour. Circumstances may also dictate whether a case falls under severe misconduct. Managers should evaluate employee behaviour on a case-by-case basis.

Severe Misconduct may come in the form of (but not limited to) the following:

- wilful repetition of unlawful behaviour or deliberate behaviour that is not consistent with the employee's employment contract.
- obscene or derogatory language directed towards others.
- public intoxication.
- abusive behaviour.
- theft, fraud, or assault
- criminal activity.
- failure to follow safety rules.

Ethics and Standards

Employees are always expected to act in a professional manner in accordance with The Monarch Hotel [Company Values](#). Immediate corrective action will be taken towards employees who do not comply with The Monarch Hotel ethical standards and conduct. Please report any incidents to your department head immediately. Department heads and managers should guide teams to act in a professional manner.

In addition to values laid out in [Company Values](#) and [Employee Expectations and Responsibilities](#), the following standards are always to be followed by employees:

- be patient.
- be optimistic.
- show kindness and respect towards guests and coworkers.
- never be a bully.



Chapter 2

Behaviour

Learning Goals

1. Learn about the expectations about your behaviour.
2. Understand the Culture of Yes.
3. Learn about the Guest Experiences Stipend.

As a guest services representative of The Monarch Hotel, how you interact with and behave around guests is a critical part of your role. A guest's stay can be made or ruined based on their interactions with hotel employees, and our commitment to service excellence makes behaving to our standards a difficult and demanding task.

This chapter outlines the expected behaviour of all guest services employees at The Monarch Hotel. If you have any questions or concerns regarding behaviour, please contact your hotel or regional manager.

Expected Behaviour

The importance of guest services employee behaviour cannot be overstated. The guest services department has the most interactions with guests of any department in the hotel. This means that guest services has one of the biggest impacts on how a guest feels about our service.

At The Monarch Hotel, we always expect employees to exhibit their best behaviour, upholding high moral standards and ensuring that the guest's stay is as wonderful and luxurious as possible.

For more information on baseline behaviour guidelines, please see [Employee Expectations and Responsibilities](#) and [Ethics and Standards](#).

Professionalism

Employees of The Monarch Hotel are expected to uphold the highest standard of professionalism in their work. Professionalism not only covers dress and mannerisms but also behaviour and ethical standards.

Guest services employees must:

- look neat and clean at all times.
- act with the upmost courtesy.
- treat everyone well.
- provide the best service they can.
- refrain from swearing when around customers.
- act with good morals and ethics.
- protect The Monarch Hotel properly to the best of their ability.

Violations of professionalism will result in the warnings and discipline outlined in the [Code of Conduct](#).

Courtesy

As the main contact between guests and most services at the hotel. All guest services employees must act with the upmost courtesy.

At a minimum, guest services employees are expected to:

- greet all guests with a smile.
- wish guests a good morning, afternoon, or evening.
- make a sincere effort to remember a preference.
- ask guests how they are doing.
- ask guests how their experience can be improved.

Professional courtesy and manners may vary depending on the location and culture of the region. If you are unfamiliar with the customs of a location, ask for help from employees who are experienced with the region.

Discretion

In your normal duties, guest services employees may be required to deal with confidential hotel or client information, including guest personal information and hotel trade secrets. Unless required by law or hotel policy, guest services employees are expected to protect this information and to use it solely to conduct hotel business. Disclosure of any such information, verbally or otherwise, is strictly prohibited.

Additionally, employees must be discreet in their dealings with guests. Never say a guest's name or room number aloud and keep their comings and goings quiet.

Problem Solving

As the first line of defense when a guest has a problem, it is expected that employees of The Monarch Hotel make reasonable efforts to help. While you are not expected to repair a guest's marriage, many minor issues can be solved by an observant employee before it becomes an annoyance for the guest.

For more guidance on problem solving, see [Problem Solving for Guests](#).

WETCOE: Be Your Best

Every day, guest services employees are expected to adhere to WETCOE (Economy, Peter) behaviour. WETCOE is an acronym for warmth, empathy, teamwork, conscientiousness, optimism, and enthusiasm. This philosophy is easy to remember and will prepare you well for your interactions with guests and other employees.

Warmth

When talking to any guest, it is important for you to radiate warmth in your demeanour. Genuine, open warmth leaves a positive impression on guests and makes interactions a pleasure for both the guest and other employees.



Empathy

It is critical that employees empathise with guests. Not only does this provide a human connection in our service, but it offers an opportunity to make a lasting impression on the guest. This impression can come in the form of solving the problem, offering consolation benefits, or a small gift.

At The Monarch Hotel, we want our guests to feel like royalty, so their problems must become our problems as well.

Teamwork

A key to delivering exceptional service is teamwork. Teamwork can come in many forms in the pursuit of this goal, including:

- involving other employees to help solve a problem.
- notifying other employees about a guest's preference or request.

For more information about being a team player, see [Teamwork](#).

Conscientiousness

Employees are expected to exhibit thoughtfulness and a detail-oriented mindset in their work. Getting the details perfect can elevate a guest's stay and make their experience more memorable.

Optimism

Being cheerful and optimistic is integral to your role as a guest services employee.

Optimism also means resilience. Move forward without dwelling on mistakes or unfortunate events. Mistakes are opportunities to learn and grow!

Enthusiasm

Showing enthusiasm in everything you do is infectious to other employees and creates a positive experience for the guest.

Culture of Yes

At The Monarch Hotel, we want to promote a culture where employees are empowered to make every guest's stay special. One major part of this process is the cultivation of an environment where the default answer to any guest question or request is "yes".

Being empowered in the culture of yes means that you are trusted to make sure that the guest's request is taken care of in a timely and efficient manner, even without managerial approval (Economy, Peter).

Observe, Don't Presume

One important concept to keep in mind is to observe, don't presume (Harrison, Karen Tina). The line between being pushy or presumptuous and being thoughtful is a very fine one. Be sure to ask the guest's opinion and offer them multiple options so that they don't feel backed into a corner by kindness.

Guest Experiences Stipend

To even further empower our employees to provide guests with an experience unlike any other, every single company employee has access to the Guest Experiences Stipend (GES), which is a fund that employees may draw from in order to make a guest's experience special. Employees are encouraged to spend up to \$1000 on a guest to solve a problem or enhance their experience.

Rules of Stipend

Because the GES is a powerful tool for employees to have, there are some rules that prevent its abuse and discourage unethical behaviour. Violation of these rules is considered severe misconduct and carries heavy penalties. The rules are as follows:

- Use of the GES is limited to employees who have been fully trained and have worked at a hotel location for at least 6 months.
- The GES is limited to \$1000 per guest per stay.
- Use of the GES on relatives, friends, or other associates of any hotel employee requires managerial approval.
- Direct cash transfer of the GES to a guest is strongly discouraged. Be creative in your use of the funds.

Examples of Use

The GES can be intimidating to use at first. Mastering its use can elevate a guest's good experience to one they will remember for a lifetime.

Example of Good Use

One effective way to use the GES is through enhancing an experience:

"Justine notices that a couple is getting ready to go out to a nice restaurant and that earlier today they had arrived in their own car. She asks the guests if they would like a limousine ride to the restaurant. The guests agree and Justine calls in the request."

Justine uses two clues to figure out a way to improve the guest's experience. She gives them the option to decline or ask for something else.

Example of Poor Use

An example of a poor use of the GES is as follows:

"Martin notices that a young couple is preparing to go to a hockey game. Eager to enhance their experience, he quickly buys two expensive tickets using the GES and offers them to the couple as an upgrade."

Presumptuous use of the GES is not an effective way to create a good experience. In this case, the couple may:

- have "better" seats than what Martin bought.
- have already spent their money on good tickets.
- be going to a restaurant to meet with friends and watch the game.



Chapter 3

Teamwork

Learning Goals

1. Learn about the daily meetup.
2. Understand how daily tasks and goals work.
3. Learn about the guest notes system.

A major component of delivering excellent service is working well in a team. Constant communication between your coworkers lets everyone be up to date on the latest developments at the hotel. This knowledge can help you better serve a guest and make their stay special.

Daily Meetups and Lineup

At the beginning of every shift, guest services employees are expected to hold a daily meetup that puts everyone on the same page and sets the tone for the shift. The daily meetup is your cue to put your service face on (if it isn't on already!) and prepare to deliver excellence.

The daily meetup has three main purposes:

- to share success stories.
- to offer ideas and inspiration to others.
- to review your tasks and goals for your shift.

Success Stories

Sharing success stories is an effective way to use the daily meetup. Success stories help others learn, spread positivity, and inspire others to take similar action and succeed themselves.

Your success stories can be something you accomplished in your private life, your last shift, or something a friend or relative did.

Positive stories spread positivity and put you in an excellent state of mind before you interact with guests.

Ideas and Inspiration

The meetup is an excellent time to share any insights you have on how to make things better. The idea can be anything from giving a guest a gift, suggesting a new process for handling luggage, a new lounge theme, or a new menu item. We believe that the best way to improve a process is by gathering ideas from the people who spend the most time in the trenches.

Inspiration can strike at any time and sharing your inspiration with the group at the beginning of the shift can help everyone else feel the motivation, too. Inspiration can be anything from art that makes you think to a new song you just discovered.

Tasks and Goals for the Day

One thing you can count on at The Monarch Hotel is that no two days will be exactly alike. It is important to plan for the shift ahead by setting a goal and outlining the things that must be done for the day. Tasks and goals can be as large or as small as you'd like, so long as you're working towards something and improving in the process.

Examples of goals might include:

- making a guest's day.
- remembering five guest preferences.
- solving a guest's problem.



Communicating for Better Service

The key to excellent service in the hospitality industry is communication with your coworkers. No detail is too small to note if it can be used to create a “wow” moment. Check a guest’s notes often and be prepared to offer kind words, a solution, or anything else a guest might need at that moment.

Every guest who stays at The Monarch Hotel has a guest note profile that is kept electronically in The Monarch Hotel database. Guest notes allow indirect communication about a guest’s likes, dislikes, habits, and complaints that they encounter during their stay at The Monarch Hotel. The guest notes feature is an important tool in delivering the excellent standard of service we hold ourselves to.

Guest notes can be accessed through the MonarchNet portal and mobile app.

Guest note information is highly confidential and should never be shared with anyone who does not have permission to view them. See [Discretion](#) for more information.

Making Guest Notes

To create a new guest note,

1. Navigate to the target guest’s profile on MonarchNet.
2. Select New Note.
3. Enter any information into the note.
4. Select the note importance:
 - a. Critical
 - b. Important
 - c. Noteworthy
 - d. Minor
5. Select Save Note.

Tracking Guest Notes

Guest notes are tied to user accounts on The Monarch Hotel website and are activated 24 hours before the guest’s check-in time. Guest profiles with new or updated notes will be displayed with a star. Check MonarchNet often to keep up with current and future guests.

While guests are staying at The Monarch Hotel, their guest profile is associated with their room number.

Updating Guest Notes

Keeping yourself up-to-date on guest interactions ensures good service and prevents repetitive offers to guests that may annoy or unnerve.

Whenever you interact with a guest using knowledge gained from a note, update their note to tell others that you have done so and add their reaction.

Learning From Each Other

The guest notes feature was implemented to communicate guest needs with the entire hotel team. It is a valuable tool in the pursuit of our goal of service excellence, but it also helps us learn what works best on a large scale. Guest notes gives opportunities for teammates to share best practices and effective gestures that improve guest satisfaction.



Chapter 4

Front Desk Procedures

Learning Goals

1. Learn how to check a guest in and out of the hotel.
2. Learn about engaging guests to gather feedback.
3. Understand how to greet guests.

One of the most important responsibilities of guest services employees at The Monarch Hotel is minding the front desk. The front desk serves as the informational hub of the hotel for guests and is usually one of the first things they see when they enter the hotel.

Guest services agents are also responsible for handling guest requests and problems and making notes on guests so we can provide them with the best service. The front desk is the guest's connection to other services offered by the hotel. Having effective, simple, and elegant procedures for operating the front desk is a requirement for delivering the quality of service that The Monarch Hotel prides itself on.

For a more comprehensive outline of expected behaviour processes for the front desk, please complete the Greeting Guests web-based training module.

Checking In and Out

Checking guests in and out is a routine done to keep track of available rooms and current guests. At The Monarch Hotel, knowing which guests are checked in or out of their room is pivotal in providing the best possible service.

While dealing with guests at the front desk, it is important to speak organically. If a guest feels that you are reading off a script, the conversation can feel awkward. The guest may start to believe that interactions are planned and that they are not valued.

Be sure to make small talk with the guest. Ask how they are doing, how their flight was, and tell them how happy we are that they chose us. Make eye contact with the guest and smile genuinely. Have open, hospitable body language.

Every guest is valued, and they should feel valued in their interactions with the front desk.

Checking Guests In

Checking in is one of the first things a guest will do after they arrive at the hotel and the process should be as easy as possible for them. Keep in mind that guests often arrive directly at the hotel after traveling and may be tired or irritable after a long plane or car ride, so make sure to accommodate their mood.

To check a guest into the hotel, complete the following steps:

1. Ask for the guest's name as they approach.
2. Search for the guest using the MonarchNet search bar.
3. Find the reservation in the guest's profile.
4. Select Check In.
5. Inform the guest of their room number and give them their room key.

Be sure to update the guest's note with new information after they are checked in. See ["Making Guest Notes" on page 25](#) for more information.



Checking Guests Out

Guests check out at the end of their stay at The Monarch Hotel. Guests are expected to check out at the front desk before 3:00 p.m. on the last day of their stay. Premium guests are given all day to check out of their room.

To check a guest out, complete the following steps:

1. Ask for the guest's name as they approach.
2. Search for the guest using the MonarchNet search bar.
3. Find the reservation on the guest's profile.
4. Select Check Out and note the time of check out.
5. Request the room key back from the guest.

An important part of checking guests out of the hotel is engaging them and asking for feedback.

Engaging Guests

Often, guests at The Monarch Hotel are frequent travelers. Be sure to let the guest know how appreciative we are of their business and to let them know about any upcoming promotions or upcoming rewards points milestones.

Garnering Feedback

Asking guests what their favourite part of the stay was, how we can improve, or what services to add is a large part of our goal to constantly improve our service. Good questions to ask guests who are checking out include:

- What did you enjoy about your trip?
- Is there anything we could have done better?
- What can we improve for your next visit?
- What services would you like to see us add?

If a guest reports a negative experience, be sure to apologize and ask how The Monarch Hotel can fix the issue.

Providing Guest Information

Ask a front desk attendant, you serve as the informational and organizational hub of the hotel. Guests will often call with requests and it is your responsibility to make sure that they are passed on to the correct department quickly. For more information, see [Problem Solving for Guests](#).

When a guest arrives at the hotel for check in, be sure to brief them about hotel and area news. Items to talk about could include:

- Hotel promotions and new trips
- Festivals or other events happening in the city
- Traffic or construction areas

Don't talk as if you're following a script but be sure to hit key talking points along the way. Your greeting will change depending on how familiar the guests are with The Monarch Hotel.

First-Time Guests

First-time guests are the most common type of guest and need to be informed of a few more things than guests who visit often. Be sure to welcome the guest warmly and tell them about:

- How the hotel operates
- How room service works
- Restaurant and bar hours
- How checking out will work
- Hotel sponsored events and promotions
- How grateful we are that they chose us!

Be sure to ask the guest if they have any questions. Additionally, remind them that the front desk is available 24/7 and tell them the phone number of the desk.

Repeat Guests

Repeat guests are a little easier to update because they already know about how most things work. Talk to them about things like:

- Events in the city
- Traffic or construction
- Policy or service changes since their last visit
- How grateful we are that they chose us again!

Premium Guests

Premium guests are relatively rare but be prepared for when they do come around. Know about the premium benefits they are entitled to. If they have accumulated enough rewards points, ask them whether they wish to redeem them for a service or reward,

Special Events or Promotions

Special events or promotions may change day to day or week to week and are not only limited to the Monarch Hotel.

At the start of your shift every day, you will be given a newsletter that features all of the events and promotions that we are recommending. These can range from discounts at retail stores to city-sponsored festivals to sports events or attractions.

Hotel Surroundings and Directions

Be sure to familiarize yourself with the area surrounding the Monarch Hotel and with the city you are located in. Often, guests will ask for surroundings or directions around the area. Being able to confidently and accurately direct guests to points of interest helps make their stay easier.



Chapter 5

Guest Requests

Learning Goals

1. Learn about handling guest requests.
2. Understand how to take room service calls.
3. Learn about guest appointment services.

For guest services employees working in such a customer service-based role, getting guest requests right the first time is critical to performance. Guests should not have to ask twice for anything they order.

Handling guest requests comes in the form of:

- handling miscellaneous requests.
- room service calls.
- guest appointment bookings.

Problem Solving for Guests

Guests will often come to us for help solving problems or they are having your responsibility to try to solve them effectively. The Monarch Hotel gives its employees the freedom to attempt to do so.

Follow the following guidelines to help make the process easier.

Problem Solving Guidelines

You are not expected to solve every problem you encounter easily. However, you do have the power to help solve many problems. If the problem can be solved by:

- making a quick call.
- dipping into the GES.
- making a complimentary offering.

It is best to do so.

When to Escalate the Problem

Sometimes, an issue is so important that it cannot be handled by one person. If you are feeling overwhelmed or don't know what to do, ask for help. Help can come from a manager or teammate who has experience with the issue.

Room Service

Guests will often call the front desk and request room service. Room service requests fall under 3 categories:

- food and meals.
- housekeeping.
- miscellaneous.

Food and Meals

Food and meal orders are relayed to the food and beverages department promptly after receiving the call. Be sure to also note the guest's order in their guest notes.

Housekeeping

Housekeeping requests are relayed to the housekeeping department promptly after receiving the call. In many cases the guest will have a specific housekeeping request, and the getting the details right is critical.

Miscellaneous

Guest requests may vary wildly but accommodate when you can. Use your best judgment and avoid saying "no" if at all possible.

Guest Appointment Services

Often guests will ask you to make or arrange appointments or transportation. The Monarch Hotel has many agreements with local businesses, so be sure to familiarize yourself with our partners.

Booking Transportation

Occasionally, you may be asked to book a guest's transportation. Ask questions and give the guest options as to the mode of transportation they would like. This may include:

- taxicabs.
- limousines.
- plane tickets.
- Uber or Lyft rides.

Remember to bill the guest's room after confirming their ride. They will still pay the discounted rate.

Booking Meeting Rooms

Many locations of The Monarch Hotel offer on-site meeting rooms for impromptu meetings. Check MonarchNet for a list of local rooms and their availability.

Offering Travel and Experience Ideas

Guests may ask the front desk to recommend events and landmarks within the city. Have a few favourites on hand to recommend and be sure to give them details on what they're getting into.

For more information, see Special Events and Promotions and Hotel Surroundings and Directions. Be sure to tailor your recommendations to the guest.

Families

Recommend family-friendly activities such as festivals, aquariums, zoos, and historic city landmarks.

Vacationers

When asked about recommendations by vacationing guests, be sure to recommend good local spots and points of interest. Avoid recommending tourist traps.

Businesspeople

Have a few favourite restaurants, spas, and similar higher-class establishments ready in case you are asked for an idea that impresses.



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