

2025 Hotel Standards by Section

Arrival Service

STANDARD	TAG	CLASSIFICATION
Staff politely acknowledges the guest when appropriate and reasonably possible	Service	Courtesy & Manners
Staff is highly articulate and avoids slang and excessive use of phrase-fragments	Service	Courtesy & Manners
Staff is polite and maintains a gracious tone and appropriate pace throughout the interaction	Service	Courtesy & Manners
Staff readily smiles and maintains an engaging expression	Service	Courtesy & Manners
Staff makes eye contact and keeps focus on the guest	Service	Courtesy & Manners
Staff exhibits a genuine sense of interest and concern for the guest	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
Staff is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
Cross-departmental channels of communication among staff are consistent and complete	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
Staff performs the requirements of their department knowledgeably and proficiently. Staff can capably answer questions about the entire hotel or obtains effective and prompt assistance	Service	Technical Execution, Skill & Knowledge
Staff consistently and respectfully personalizes interactions, addressing the guest in accordance with their preference, if known	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
Staff closes interactions with polite, appropriate remarks	Service	Courtesy & Manners
All staff encountered are wearing clean and well-fitted uniforms	Service	Staff Appearance
Staff's appearance is consistent with the property style and demonstrates a strong sense of personal care and hygiene	Service	Staff Appearance
Staff maintains alert posture and behaves professionally in view of the guest	Service	Staff Appearance
Staff does not decline any request without offering appropriate alternatives	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
Guests are greeted curbside within 30 seconds of arriving	Service	Efficiency

STANDARD	TAG	CLASSIFICATION
If hotel transportation service is utilized, the appearance and hospitality skills of the staff are professional and courteous	Service	Courtesy & Manners
Luggage assistance is immediately offered curbside	Service	Guest Comfort & Convenience
The guest is escorted or directed to the appropriate registration area	Service	Guest Comfort & Convenience
Time from arriving at reception area until registration is complete does not exceed five minutes	Service	Efficiency
Special requests or reservations made in connection to the hotel booking are confirmed during registration or upon entering guest room	Service	Technical Execution, Skill & Knowledge
All details of the reservation are accurate; departure date is confirmed during registration	Service	Technical Execution, Skill & Knowledge
The guest is offered an escort to their room	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
Luggage service is secure, seamless and does not require the guest to identify or prompt for luggage at any time once a hotel staff member has collected it	Service	Guest Comfort & Convenience
Staff automatically arranges luggage in a convenient manner, using a rack or dedicated storage space	Service	Guest Comfort & Convenience
Luggage arrives within 10 minutes of registration completion	Service	Efficiency
Orientation to the hotel is helpful, consisting of relevant details and/or personalized information	Service	Guest Comfort & Convenience
Staff provides helpful information about the guest room that might otherwise be overlooked or confusing	Service	Guest Comfort & Convenience
If guest room is not ready beyond hotel's check-in time, staff makes thoughtful suggestions to ensure the guest's comfort while they wait, and an estimated wait time is made known and honored within 15 minutes	Service	Guest Comfort & Convenience
The service is handled without excessive delays or interruptions	Service	Efficiency