

2025 Hotel Standards by Section
Departure Service

STANDARD	TAG	CLASSIFICATION
Telephone conversation is calm and clear	Service	Guest Comfort & Convenience
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
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
If hotel transportation service is utilized, the appearance and hospitality skills of the staff are professional and courteous	Service	Courtesy & Manners
Channels of communication among staff are consistent and complete - one does not have to fully repeat themselves and requests are conveyed to the appropriate staff	Service	Graciousness, Thoughtfulness & Sense of Personalized Service

STANDARD	TAG	CLASSIFICATION
Staff does not decline any request without offering appropriate alternatives	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
Bellman arrives within eight minutes of departure assistance request; or within five minutes of pre-arranged luggage pick-up time	Service	Efficiency
Time spent settling the folio does not exceed five minutes	Service	Efficiency
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 from the room	Service	Guest Comfort & Convenience
Staff accepting payment specifically thanks the guest and closes the interaction with a polite and appropriate remark	Service	Courtesy & Manners
Staff proactively inquires about transportation needs	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
The guest is invited to review their folio, either digitally or printed, prior to processing	Service	Guest Comfort & Convenience
If a printed folio is provided, a folder or envelope is offered	Service	Guest Comfort & Convenience
If an emailed folio is requested or automatically received, it is delivered within one hour	Service	Efficiency
The final folio is accurate and easy to read	Service	Technical Execution, Skill & Knowledge
If applicable, posting/charge errors called to the attention of the staff are quickly and discreetly rectified with words of apology	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
There will be no unexpected charges posted to the folio; guests must have been advised in some obvious manner of all charges	Service	Guest Comfort & Convenience
The service is handled without excessive delays or interruptions	Service	Efficiency