

2025 Hotel Standards by Section  
Hotel Dining

STANDARD	TAG	CLASSIFICATION
Staff politely acknowledges the guest when appropriate and reasonably possible	Service	Courtesy & Manners
If waiting is required, an estimated wait time is quoted. The guest is seated no more than five minutes past the quoted time	Service	Efficiency
If waiting is required, a comfortable waiting area is available	Service	Guest Comfort & Convenience
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 and/or demonstrates anticipatory service when appropriate and helpful	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
Before taking the guest's order, staff inquires about dietary restrictions, preferences or allergies or proactively acknowledges these if previously made known	Service	Wellness
If dietary restrictions, preferences or allergies are made known and a dish modification is required, staff appropriately acknowledges these when serving the meal	Service	Wellness
It is not necessary to prompt staff, as they have anticipated all requirements and automatically provided or offered them	Service	Guest Comfort & Convenience
Channels of communication among staff are consistent and complete - one does not have to fully repeat themselves and requests are conveyed to the appropriate members of service/kitchen staff	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

STANDARD	TAG	CLASSIFICATION
Interactions are closed 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 is discreet and unintrusive throughout the experience, while remaining attentive	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
Staff does not decline any request without offering appropriate alternatives	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
The guest is escorted to their table and provided with chair assistance	Service	Guest Comfort & Convenience
Once the guest is seated, the table is politely greeted within one minute	Service	Efficiency
Refills or follow-up rounds are readily offered or provided within one minute of the guest's beverage being fully empty	Service	Efficiency
If asked for menu recommendations, staff can provide helpful information	Service	Technical Execution, Skill & Knowledge
Staff can helpfully discuss details of menu items	Service	Technical Execution, Skill & Knowledge
Staff can helpfully discuss beverage offerings	Service	Technical Execution, Skill & Knowledge
After ordering, cold breakfasts are served within seven minutes and hot breakfasts within 10 minutes, unless advised otherwise by server	Service	Efficiency
When applicable, the pace of the meal is consistent; the guest does not have to wait or wonder when the next step of service will occur	Service	Efficiency
Menu and check presenter are in pristine condition, free of any damage. Menu is current and grammatically correct	Facility	Cleanliness & Condition
Menu and/or buffet includes at least two high quality health-conscious beverages	Service	Wellness
Menu and/or buffet offers a variety of nutritionally focused options; dietary restrictions are considered	Service	Wellness

STANDARD	TAG	CLASSIFICATION
Menu and/or buffet provides an exceptional variety, including concept-driven specialty dishes	Service	Sense of Luxury
Hot foods and beverages are hot when served; cold foods and beverages are chilled	Service	Food & Beverage Quality
Foods and beverages are fresh and use high quality ingredients	Service	Wellness
Foods are flavorful and well-seasoned/balanced	Service	Food & Beverage Quality
Portions are appropriate	Service	Food & Beverage Quality
Food presentation is precise and carefully plated	Service	Food & Beverage Quality
Cooking is done properly and as requested	Service	Food & Beverage Quality
All items ordered are served accurately and server does not have to ask who ordered what	Service	Technical Execution, Skill & Knowledge
Condiments are elegantly presented	Service	Sense of Luxury
If a buffet, the traffic flow is convenient. There are ample dishes and utensils for self-service	Service	Guest Comfort & Convenience
If a buffet, the appearance is exceptionally hygienic	Service	Cleanliness & Condition
If a buffet, the food is well-stocked, fresh and appetizing in overall appearance. There are not any dishes more than one-quarter empty and there are not any juice pitchers more than half empty	Service	Food & Beverage Quality
If a buffet, the presentation is exceptionally eye appealing and inviting	Service	Sense of Luxury
If a buffet, there is an a la minute option for individual preparation of egg dishes and/or other hot foods	Service	Guest Comfort & Convenience
If a buffet, all appropriate dishes are clearly and elegantly labeled	Service	Guest Comfort & Convenience
It is possible to receive a selection of specialty coffees and teas at any time	Service	Guest Comfort & Convenience
Coffee and tea service is presented in a refined manner	Service	Sense of Luxury
Tables, chairs and/or seats are completely clean and hygienic in appearance	Service	Cleanliness & Condition
Tables, chairs and/or seats are well-maintained and in excellent condition	Facility	Cleanliness & Condition
Cloth napkins are used and are in excellent condition, clean and pressed	Facility	Cleanliness & Condition

STANDARD	TAG	CLASSIFICATION
Serviceware is completely clean and hygienic in appearance	Service	Cleanliness & Condition
Serviceware is in excellent condition, free of damage or wear	Facility	Cleanliness & Condition
Serviceware is of excellent quality and cohesive in appearance	Facility	Sense of Luxury
All proper cutlery is provided	Service	Technical Execution, Skill & Knowledge
Removal of soiled dishes is convenient	Service	Technical Execution, Skill & Knowledge
The presentation of the bill is prompt	Service	Efficiency
The bill is accurate	Service	Technical Execution, Skill & Knowledge
The dining room exhibits a well-organized and professional appearance; tables are uniformly set	Service	Technical Execution, Skill & Knowledge
Vacated tables are cleared within five minutes	Service	Efficiency
The dining environment is comfortable, temperature is appropriate and if a sound system is used, the volume is appropriate	Service	Guest Comfort & Convenience
The seating and table arrangement are comfortable, including ample tabletop space	Service	Guest Comfort & Convenience
The service is handled without excessive delays or interruptions	Service	Efficiency