

2025 Hotel Standards by Section

Bar/Lounge Service

STANDARD	TAG	CLASSIFICATION
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
It is not necessary to prompt staff, as they have anticipated all requirements and automatically provided or offered them	Service	Guest Comfort & Convenience
Server can helpfully discuss details of beverages and bar offerings and provide appropriate recommendations, if asked	Service	Technical Execution, Skill & Knowledge
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 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
Once the guest is seated, they are greeted within one minute	Service	Efficiency

STANDARD	TAG	CLASSIFICATION
First drinks are served within five minutes of ordering at a table, or four minutes of ordering at the bar counter, unless otherwise advised by server	Service	Efficiency
Follow-up rounds are discreetly offered within one minute of glass being empty	Service	Efficiency
All items ordered are served accurately and server does not have to ask who ordered what	Service	Technical Execution, Skill & Knowledge
Wine by the glass service includes demonstration of the label and pouring at the table	Service	Technical Execution, Skill & Knowledge
Wine by the glass service includes an offer of a tasting sample	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
Mixed drinks/cocktails are dynamically interesting and/or photogenic	Service	Sense of Luxury
Beverages will be served in high quality glassware completely appropriate to the drink	Service	Sense of Luxury
Beverages are served at appropriate temperatures	Service	Food & Beverage Quality
Beverage pours/portions are appropriate	Service	Food & Beverage Quality
Mixed drinks and cocktails are correctly prepared and well-balanced	Service	Food & Beverage Quality
Staff attentively maintains tabletop/bar counter area	Service	Technical Execution, Skill & Knowledge
Beverage menu and check presenter are in pristine condition, free of any damage. Beverage menu is current and grammatically correct	Facility	Cleanliness & Condition
Beverage menu includes an exceptional and interesting variety of top-quality liquors and beers. Wines by the glass are also listed	Service	Guest Comfort & Convenience
At least three well-chosen and diverse red wines, three white wines and one Champagne/sparkling wine are available by the glass	Service	Sense of Luxury
Menu includes an exceptional specialty offering	Service	Sense of Luxury
Beverage menu features at least two high quality non-alcoholic beverage options	Service	Wellness
At least one fresh snack is offered with the drinks	Service	Guest Comfort & Convenience
If provided, snacks are of extremely high quality and distinctive in presentation	Service	Sense of Luxury

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If snacks are served, napkins are provided	Service	Guest Comfort & Convenience
If provided, napkins are made of linen or cotton	Facility	Sense of Luxury
All drinks are served on distinctive coasters	Service	Sense of Luxury
Serviceware is in excellent condition, free of damage or wear	Facility	Cleanliness & Condition
Serviceware is completely clean and hygienic in appearance	Service	Cleanliness & Condition
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
The bar/lounge exhibits a well-organized and professional appearance; tables are uniformly set	Service	Technical Execution, Skill & Knowledge
Vacated spaces are cleared within three minutes at the bar counter or within five minutes at a table	Service	Efficiency
The lounge environment is very comfortable, including appropriate temperature, and the air is fresh	Service	Wellness
The seating arrangement is completely comfortable and adequately distanced from service traffic and other guests	Service	Guest Comfort & Convenience
Music and/or entertainment are provided in a style appropriate to the bar/lounge setting; volume and sound quality are comfortable	Service	Guest Comfort & Convenience
Service stations, bar counter and back bar area are always neatly maintained and eye appealing	Service	Cleanliness & Condition
The bill is conveniently and discreetly presented and collected	Service	Guest Comfort & Convenience
The bill is accurate	Service	Technical Execution, Skill & Knowledge