

HOSPITALITY GESTURES

TELL A GUEST GOOD MORNING	ABOVE AND BEYOND SERVICE	ESCORT A GUEST	SMILE	NAME A MEETING ROOM SPACE
BE POLITE	TELL A GUEST GOOD AFTERNOON	PREPARE A SURPRISE & DELIGHT	APPRECIATE YOUR TEAM!	SHARE A TREAT
TAKE A TOUR OF THE SPA	TELL THE CHEF THANK YOU FOR LUNCH	Waldorf Astoria Park City	ASK HOW YOU MAY ASSIST A GUEST	HAVE A SENSE OF URGENCY
INTRODUCE YOURSELF TO GM	SPEAK CLEARLY	MAKE EYE CONTACT WITH GUESTS	GOOD EVENING	PICK UP TRASH IN THE HALLWAYS
EXTEND A WARM WELCOME	BE FAST & EFFICIENT	REVIEW FORBES STANDARDS	USE A FRIENDLY VOICE	DO YOUR PRESHIFT STRETCHES

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TELL THE CHEF THANK YOU FOR LUNCH	APPRECIATE YOUR TEAM!	SMILE	BE POLITE	PREPARE A SURPRISE & DELIGHT
ESCORT A GUEST	USE A FRIENDLY VOICE	NAME A MEETING ROOM SPACE	BE FAST & EFFICIENT	SHARE A TREAT
INTRODUCE YOURSELF TO GM	ASK HOW YOU MAY ASSIST A GUEST	Waldorf Astoria Park City	HAVE A SENSE OF URGENCY	ABOVE AND BEYOND SERVICE
GOOD EVENING	REVIEW FORBES STANDARDS	TELL A GUEST GOOD MORNING	DO YOUR PRESHIFT STRETCHES	SPEAK CLEARLY
MAKE EYE CONTACT WITH GUESTS	PICK UP TRASH IN THE HALLWAYS	TAKE A TOUR OF THE SPA	TELL A GUEST GOOD AFTERNOON	EXTEND A WARM WELCOME

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TAKE A TOUR OF THE SPA	DO YOUR PRESHIFT STRETCHES	Waldorf Astoria Park City	SPEAK CLEARLY	GOOD EVENING
TELL THE CHEF THANK YOU FOR LUNCH	SHARE A TREAT	SMILE	USE A FRIENDLY VOICE	ESCORT A GUEST
HAVE A SENSE OF URGENCY	ABOVE AND BEYOND SERVICE	PREPARE A SURPRISE & DELIGHT	BE POLITE	EXTEND A WARM WELCOME