

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

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| TELL A GUEST GOOD MORNING         | INTRODUCE YOURSELF TO GM   | MAKE EYE CONTACT WITH GUESTS | TELL A GUEST GOOD AFTERNOON   | NAME A MEETING ROOM SPACE      |
| TAKE A TOUR OF THE SPA            | DO YOUR PRESHIFT STRETCHES | WAPC FREE SPACE              | 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          |