

Memo

To: All staff members
From: Keann Kruzzine Dava, General Manager
CC: Keith Karyn, President
Date: 9/16/2025
Re: Hospitality

Earlier this week, an employee was accused of being rude to a guest by refusing to acknowledge her presence until she called for his attention. Although the customer was forgiving, we consider this a *serious* matter at the Excelsior Hotel. Making our guests feel welcome and at home, being attentive to the needs of each one, and looking for ways to make their stay more pleasant and enjoyable are all ways of showing our hospitality—the hallmark of the service offered here.

Please keep the following in mind:

- Be careful to listen *attentively* and *respectfully* to each guest who engages you in conversation, whether exchanging pleasantries or registering a complaint.
- Do not overlook a guest because you are in a hurry to do something else or get somewhere else.
- And especially, do not continue a conversation with a fellow employee when a guest is waiting to talk to you.



General Manager