



MEMO

To: All Staff Members
From: Karen T. Cos, General Manager
Cc: Keith Karyn, President
Date: 9/16/2025
Subject: 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 *attentively* 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.

Laboratory Exercise 3 Rubric

Name: Karen T. Cos

Date : 9/16/2025

Section : BSIT – 1D

Directions:

After you have finished your project, determine how well you have completed each Category. Read the criteria under each column—Excellent, Proficient, Developing, and Beginning. Give yourself a score in the right column based on how well you think you met the criteria. Turn in this paper to your teacher along with your project.

Areas of Evaluation and Corresponding Score	Excellent (4)	Proficient (3)	Developing (2)	Beginning (1)	Score and Comments
Margins, Alignment and Spacing	All margins and alignment are set exactly as instructed Memo text is single spaced.	All margins and alignment are set as instructed, but alignment is incorrect. Memo text is single spaced.	At least one margin and the alignment are incorrect. Memo text is single spaced.	Two or more margins and the alignment are incorrect. Memo text is not single spaced.	4
Template and Bulleted List	The correct template has been used. The bulleted list appears exactly as instructed.	The correct template has been used. The bulleted list has one error in layout (e.g. bullets are not lined up under “Please” or the hanging indent is not 0.3)	The correct template has been used. The bulleted list has two errors in layout (e.g. bullets are not lined up under “Please” or the hanging indent is not 0.3)	Template is incorrect or missing. The bulleted list is incorrect or missing.	4
Font and Spell Check	Font after “Memo” heading is changed as instructed with bold and italics added correctly. All spelling errors in the text have been corrected.	Font is changed as instructed, but either bold or italics are not added. All spelling errors in the text have been corrected.	Font is not changed in all places as instructed. Either bold or italics added, but not both. All spelling errors in the text have been corrected.	Font is not changed at all. Bold and italics not added. One or more spelling errors not corrected.	4

