**Front Desk Staff Meeting**

**10/20/16**

***Professionalism***

* **No leaning**-It makes the staff look unprofessional and like you do not want to be working. If you have time to lean you have time to clean/organize
* **Computers-**Front desk computersare not to be used for personal use no exceptions. Staff are not getting their work done but have time to surf the web so anyone found to be using the computers for anything other than work will be written up.
* **No Cell Phones-** No phones at the front desk. If family needs to get in contact with you while working have them call the front desk.
* Keep all conversations work appropriate.

***Communication***

* Communication is ***KEY!***
* When taking messages from guest for Management/Sales please make sure you are taking complete information and passing it along to the correct person.
* If something needs to be done for the next shift please communicate with them before you leave.
* ***ALL*** information needs to be written down in the communication log.

***Hilton Honors***

* Hilton Honors members need to be welcomed as a member at check in.
* ***All*** Hilton Honors members get a bottle of water. Diamond/Gold get water in a bag
* Diamond and Gold get points and a snack.
* Diamond and Gold do not have to show ID or credit card at check in but make sure they want to keep the charges on the credit card on file.

***Check in***

* All guest unless stated in the comments box need to have a valid credit card in order to be given room keys.
* If keys are given to a room without a valid form of payment automatic write up will follow and if we cannot collect payment you will be responsible for all charges.
* Guest may pay cash at check in however they still need to produce a valid credit card for incidentals. Move room and tax to receipt B and post an advanced deposit for the cash.
* E-Check in guest do not move room unless room is unavailable. In the case it is not available call guest and let them know of the change prior to arrival.

***Guest Issues and Complaints***

* If a guest is unhappy "Make it Right"***.***  We empowering you to solve guest complaints. If you feel as though the issue is Major please let the guest know that Management will be in contact the next business day and leave a detailed message for Jen or myself.
* GSR may offer up to 10,000 Hilton Honors points anything above that please seek management approval.

***Schedules***

* Once the schedule is posted it is final. If any changes need to be made they need to have approval from Jen or me and you must find coverage.
* NO OVERTIME
* You may not clock in or leave before your scheduled shift unless you are the 1-9 shift.
* 1pm-9pm shift may leave only when system is down to 20 arrivals and other GSR is caught up on work.
* Before you leave from your shift you need to communicate with the GSR relieving you.
* If two or more people are working a shift you MUST take a 30 min lunch off the clock.
* Request off's need to be on correct sheet and turned in 2 weeks prior to time off.
* Request off's will only be approved if we have enough coverage. It is not guaranteed.

***Sales***

* Lisa is our Sales Coordinator now.
* Front Desk is to screen Sales calls before sending them back to the office.
* All Sales related information needs to go to her. Do not pass the information to zakir or Jen unless Lisa is out of the office for more than a few days.

***Odds and Ends***

* Employee Stays need to be approved by Jen or Zakir. If you do not have approval you may not stay on property. If you stay you may not use public areas such as pool, fitness center, business center or hang out at the front desk.
* Lobby needs to be kept clean at all times no excuse.
* Tea lights must be put out no later than 5pm.
* Coffee needs to be made fresh every 4 hours.
* Pantry must be stocked at all times. .
* Pool Doors need to be locked by 10pm every night no exceptions, it is a hazard if a guest uses the pool after hours and you will be held responsible.
* No food at the front desk. All food should be keep in the break room.