



**Food & Beverage Attendant**

**Training Manual**

## **INTRODUCTION**

THE CHINESE BUFFET Food & Beverage Attendants perform a large number of important tasks and play a significant role in the day to day operation of the Restaurant. Food & Beverage Attendants are responsible for satisfying many of the physical and social needs of the Restaurant's guests. They provide information about the food and beverage products available in the Restaurant. They make recommendations to assist the guests in meeting their needs and desires. Food and Beverage attendants take orders and deliver meals and drinks. They answer questions, fix problems, and provide information. Food and Beverage Attendants are ambassadors of good will, sales people and representatives of the Restaurant.

In order to be successful in the role of Food and Beverage Attendant, you must have the right attitude. You must be willing to do whatever it takes to make the guest happy. You must be prepared to work hard and strive for excellence. You must understand what good service is and how to provide it. You must be efficient and thorough in the performance of your duties and responsibilities. Most importantly, since our restaurant is our guests' home away from home, it is important for you to ensure that our guests feel comfortable and secure.

There are many people involved in the process of making our guests feel good about their time in our restaurant. We all work together to make our guests happy and in the process ensure our future prosperity and success.

The purpose of this manual is to provide you with the information you will need to know in order to perform well as a Food and Beverage Attendant. The information in this manual will be supplemented with materials and procedures which apply specifically to your position and your Restaurant. If you have any questions, please do not hesitate to ask.

## **THE FOOD AND BEVERAGE TEAM**

Within the Restaurant there are a number of smaller teams that work shoulder to shoulder with one another. The members of the Food and Beverage Team include: Food and Beverage Attendants, Cocktail Bar Attendants, Cocktail wait persons, Chefs, and Managers. The major functions of each part of the team are as follows:

### **Food and Beverage Attendant**

The main function of the Food and Beverage Attendant is to provide the guest with quality food and beverage service. Their duties include delivering food and beverages, suggestive sales, taking reservations, clearing food and beverages, wine service, and guest relations.

### **Bar Attendant**

The Bar Attendant's primary function is to provide the guest with quality beverage products in an efficient and effective manner. Their duties include preparing and delivering beverage products, suggestive sales, monetary transactions, clearing beverages, guests relations, providing beverage information to the other members of the service team, and providing support and assistance to the Food and Beverage Attendants during periods of time when it is extremely busy.

### **Kitchen Brigade**

The Chef's primary responsibility is to provide the best food product possible. Their duties include pre-service preparation, portion control, plate presentation, and quality control.

## **GUEST COURTESY GUIDELINES**

The hospitality industry is one that depends upon the good will of people. People must choose to come to a restaurant. Any person who goes to a restaurant or bar expects to receive quality food and beverage products and excellent service. If they do not receive these two things they will probably not come back. Since the success of a restaurant depends upon repeat business, it is essential that all service personnel consistently maintain a friendly, courteous, enthusiastic, professional, service orientated attitude. We must all strive to make the guest happy.

As a general rule you will be expected to display the following characteristics when dealing with guests:

- Be open and honest with guests.
- Strive to maintain a positive physical appearance.

- Recognise that each and every guest is different and it may be necessary to change your behaviour in order to please all of the guests.
- Conduct service procedures in a confident comfortable manner. Be conscious of how the guests are viewing your movements.
- Treat all guests with respect and courtesy.
- Difficult situations will arise in which you will be expected to maintain poise and demonstrate professionalism in your behaviour.
- Regardless of the circumstances, you will be expected to maintain a positive attitude with regard to the Restaurant's guests.

## **START OF SHIFT RESPONSIBILITIES**

1. Change into your uniform, ensuring that it is complete and well presented.
2. Secure all of the necessary tools for the performance of your duties. These tools include: two ball point pens, a cigarette lighter(for cake candles), and a waiter's friend/corkscrew.
3. Arrive on time to the specified meeting area and sign on with your Manager.
4. Read the communication book/diary and reservation book to acquire a working knowledge of significant occurrences from prior shifts.
5. Make sure you have a working knowledge of any special promotional activities, as well as an awareness of the daily food and beverage specials. For example, the SPECIAL of the day, new added dishes, and cocktail of the day. Any items which are temporarily out of stock should also be noted.
6. Check-in with the Manager, have your time sheet initialled, and determine the location of your assigned section.
7. Check your section to ensure that it is up to the restaurant's standard of presentation. Are the tables properly set? Are the chairs clean and located in the correct positions? Is the cutlery polished? Are the plates sparkling clean? Is the floor underneath the table clean?
8. Ensure that all waiter station has been stocked in accordance with the established preparation checklist. Plentiful supplies of the following should be in place: cutlery, cutlery plates, spare serviettes, pepper mills, food and beverage order pads, menus and wine lists, salt and pepper dispensers, sugar, the condiments necessary to complement the current menu, spare linen and beverage trays.
9. Polish additional cutlery if required.

10. Check with all team members working in your section.
11. Once you have completed this process, everything that happens in your section is your responsibility.
12. In addition to these standard start of shift responsibilities, if you are rostered to open and restaurant, you will have a number of opening duties to perform. Your trainer will review these duties with you.

## **TAKING A RESERVATION**

When answering the telephone it is important to portray a friendly and professional attitude. Remember that you are representing THE CHINESE BUFFET and that a guest on the phone is just as important as a guest in person. The conversation you have with a guest on the telephone may be the first opportunity the guest will have to judge the quality and professionalism of the establishment. With this fact in mind, the following guidelines have been established.

1. Answer the telephone by saying something like, "Good morning, THE CHINESE BUFFET this is Mary, how may I help you?"
2. Smile when you answer the telephone. Your attitude will travel through the telephone line.
3. Speak clearly, politely and concisely when answering any questions. If you do not know the answer to a question, place the caller on hold and find someone with the answer or connect the caller to someone who will be able to provide the necessary information.
4. Answer all incoming calls within three rings.
5. Listen carefully so that you understand the caller's requirements. Concentrate. Do not allow what is happening around you to distract you from giving the caller your undivided attention.
6. Immediately write the pertinent information into the reservation book. You must acquire the following information:
  - The day and date they wish to dine.
  - The time they would like to arrive. If the requested time is not available, suggest an alternate time as close to the requested time as is possible.
  - The number of guests in the party.
  - The name and contact number for the guest making the booking. Ask the caller to spell their name for you if you are uncertain of the name.

- Determine whether the guest has any special requirements. Birthday
7. **If appropriate, allocate the guest a table on the table layout plan.**
  8. Repeat the reservation, in its entirety, back to the guest and confirm the booking.
  9. If you need to place someone on hold, always ask the caller first. Say something like, “May I place you on hold?” Then wait for a response before pushing the hold button.
  10. Conclude each call with some type of friendly closing statement like, “Thank you for calling. We look forward to serving you.” Not only is this a nice thing to do, it also signals to the caller that the conversation is over.
  11. Before hanging up, ensure that the caller has already hung-up. One of the worst things that could happen would be for you to think the conversation was over and hang up on someone who still thought the conversation was taking place.
  12. Enter the reservation into the Till system at quieter times.

## **GREETING AND SEATING GUESTS**

First impressions are extremely important. This fact is the reason why it is crucial that every guest be welcomed with a smile and a warm greeting. Rather than waiting to be spoken to by a guest, each employee should go out of their way to initiate communication. In most cases, one member of the team will be responsible for greeting and seating guests, but if for any reason this person is not present when guests arrive, the nearest team member should be prepared to assume this responsibility.

Your Manager will clarify the specific procedures to follow in THE CHINESE BUFFET for greeting and seating guests. These procedures are formulated by taking into consideration the size and style of the TCB branch.

## **READING A TABLE**

In order to effectively serve your guests, it is imperative that you discover what they expect from their dining experience. Reading a table starts with the introduction at the table. It is during this period of time that you will be able to gauge whether the guests are interested in having a fun, a romantic, or just a “normal” dining experience. Attempt to make eye contact with the guests at the table. It is difficult to read a table if you do not establish this point of contact. You will have a better chance of getting a genuine read of the table if you consider the following:

1. The party size - large groups are usually celebrating and just want to have fun.
2. The age of the guests in the party - older people are usually more reserved and just want to have a quiet dining experience.
3. Are the guests drinking? Generally non-drinkers tend to be more reserved.
4. Are there gifts on or near the table? Gifts are an obvious clue that the party is celebrating something. You should always take an interest in the occasion being celebrated. You may be able to do something special for the guest of honour. Always play the restaurant ‘Jingle’ for the occasion
5. Read the entire party. Who is the host? Who is the guest of honour? Who else in the party deserves special attention? Are there children in the party? One great way to please parents is to make their children happy.

## **INITIAL INTRODUCTION**

The initial contact that a Food and Beverage Attendant has with a guest is the most important. The goal is to create a positive first impression. Each Attendant should strive to establish a positive relationship with each of their guests. You should always maintain a positive attitude. Smiling and being sincere is a major part of a Food and Beverage Attendant’s job.

Making a positive first impression is also enhanced by being knowledgeable with regard to the types of food and beverages available for purchase. Your Manager will provide you with a full and detailed list of the food and beverage products available in the restaurant. It is extremely important for you to master the information on these lists.

When making your initial introduction, the following guidelines should be followed at all times:

1. Introduce yourself to the guests.
2. Use good judgement and taste when communicating with guests. Stay alert. A guest should not have to struggle to gain your attention.

3. Establish rapport. Be sincere, natural, honest, and personal with each of your guests. Everyone you serve should feel welcome and special. Try to learn the names of the guests from the reservation. Everyone appreciates being called by their name.
4. Discuss the variety of beverages available. Mention specifically the beverage specials of the day. If the guests are ready, take the initial drink order. If they are hesitant about what they would like to drink, make a suggestion or two. There is absolutely nothing wrong with assisting guests with their selections. In fact, many people appreciate the help.
5. When taking orders, concentrate on the guest. Each order must be written down on an order pad immediately. You will need to begin by writing your name, the table number, and the number of guests, time of arrival.
6. When taking the orders, begin with the females at the table. As each order is voiced, repeat the order back to the guest while writing it down. Orders should be written down according to the table position number for each person.
7. Remember to check the identification of any guest who appears to be underage. It is your responsibility to ensure that only those people eighteen years of age and over are served alcoholic beverages.
8. Describe the daily food specials available and our open kitchen (if applicable) this description should be colourful and tempting. It should include a summary of the items today's price.
9. Answer any questions that the guests may have and then inform the guests that you will be back shortly with their beverage orders.

## **SUGGESTIVE SELLING**

As a Food and Beverage Attendant you will be expected to sell a wide variety of food and beverage products. A good sales person must believe in the products they sell. We take great pride in the food and beverages we make available to our guests. We trust that you will share in this pride and as a result will enjoy the sales aspect of the job. Please consider the following, when selling to our guests:

### **Why Guests Buy**

In order to effectively satisfy your guests and maximise sales, it is important to understand why guests buy.

- Guests buy emotionally and justify with logic.
- Guests do not buy what they need, they buy what they want.

- Guests buy because it makes them feel good.
- Guests are buying the expectation of feeling good and happy.
- Guests love to buy but hate to be sold.

## **How to sell**

- Sell emotions and feelings. Use phrases that are emotional. Say things like, “You’ll love it!”
- Always look at sales as an added benefit to the guest. What items would you sell to your family and friends? If you apply those same feelings to the guest, it will increase your sales dramatically.
- Set the stage before selling. Remember guests buy when they feel good and happy.
- Remember that your knowledge with regard to food and beverage should be greater than most of the guests you will serve. Sharing your knowledge with the guest not only makes their experience more enjoyable but it also leads to increased sales.
- Consistency is extremely important. The employees who give each guest the opportunity to buy always sell the most. Never assume the guest has finished drinking, but at the same time do not oversell.
- Providing excellent service and having a good memory are the best ways to increase sales. The ability to go back to a table and ask a guest if they are ready for another drink, while calling the drink by name, instead of having to ask what the guest is drinking, is not only most impressive, but it also increases sales.
- Once you have sold a guest a new product, always check back to see if they are happy with the item.
- Do your best to make the guest feel good about what they have bought.
- Be prepared to serve juice, soft drinks, and bottled water to those guests who either do not want to have an alcoholic beverage or those who have just had too much to drink.
- Timing of the sale is very important. There are certain times in the course of each dining experience when the opportunity to sell increases. These times include:

During the initial drink order. (Suggest large, double etc...)

When a guest buys a generic drink. This type of order provides you with the opportunity to up sell to a better quality beverage.

When a guest has just finished dinner. This is the perfect time to suggest some type of after dinner drink.

## **TABLE POSITION NUMBER SYSTEM**

Each table has its own unique number and each chair has a designated position number. This system has been established so that any service team member will be able to deliver food and beverage items to the correct guest at any table in the restaurant.

1. All position numbers are directly related to a set location or point in the restaurant. Your trainer will identify the set point in your restaurant.
2. To determine the number one position on a table that you are able to walk completely around, begin by standing with your back to the set point. Position number one will be the person sitting in the first chair on your left.
3. Position number two will be the person to the left of position number one and so on around the table in a clockwise fashion.
4. On the tables you are not able to walk completely around, the number one position will be the first person to your left on approach.

## **PLACING A BEVERAGE ORDER**

When placing beverage orders the following must be remembered.

1. Ensure that all of the necessary information is on the order docket before placing the order (items, table number, name, and position numbers).
2. Place orders in a timely manner. Filling drink orders quickly is extremely important, particularly the initial drink orders.
3. Every drink order must be rung up prior to the drink order being filled by the bartender.

## **BEVERAGE DELIVERY**

When delivering beverages the following steps should be completed:

1. Collect the drinks from the bar and always place them on a service tray. Never hand held a drink to the customer

2. Before leaving the bar, check to make sure that every beverage on the order docket has been made and that every drink meets the quality standards of the establishment.
3. Carry the beverages to the table and place each drink on the right hand side of the wine glass.
4. As you place each drink on the table, repeat what has been ordered.
5. Do not turn your back on a guest or reach in front of a guest when presenting drinks.
6. When handling glassware, never touch the lip of the glass with your fingers. Pick up and place the glasses by firmly holding the base or stem of the glass.
7. If you are serving white wine, follow the instructions outlined later in this manual.

## **OPENING A BOTTLE OF WINE**

1. Present the bottle of wine to the guest who placed the order.
2. State the name and year of production.
3. Once the guest has acknowledged that it is the correct wine, proceed.
4. Grasp the bottle near the bottom.
5. Open the wine knife and cut the plastic or lead cap below the first rim of the bottle by turning the wine knife around the rim. Do not turn the bottle around the wine knife.
6. Place the cap in your pocket or apron pouch.
7. Open the cork screw on the wine knife.
8. Place the tip of the corkscrew in the centre of the cork and then with downward pressure on the cork push and turn simultaneously. The corkscrew should be firmly embedded in the cork after one complete turn.
9. In a slow and dignified manner, screw the cork-screw into the cork until three quarters of the corkscrew is embedded in the cork.
10. With the fulcrum facing the guest, place it on the top rim of the bottle.
11. Extract the cork using an upward motion moving away from your body and keeping your finger around the fulcrum for stability. You may choose to gently remove the cork with your free hand, using a twisting motion, once the bottom of the cork has nearly reached the top of the bottle. Avoid popping the cork.

12. Remove any debris from the bottle rim with your waiter cloth.
13. Pour approximately 30ml into the host's glass for tasting purposes.
14. Present the wine to the host again while he/she tastes the wine.
15. Once approval of the wine has been given, dispense the wine to the rest of the guests at the table beginning with the females and finishing with the host.
16. When pouring wine, fill the glasses approximately two thirds full. Be sure to have enough wine left in the bottle to fill the host's glass.
17. If the wine is white, place the wine bottle in an ice bucket. If the wine is red, place the bottle on the table.
18. If the bottle is nearly empty after dispensing the wine, ask the host if he would like another bottle.

## **OPENING CHAMPAGNE**

1. Present the champagne using the method outlined above for bottles of wine.
2. Using a wine knife cut the foil of the bottle below the muzzle (wire cage).
3. Hold the bottle on a forty-five degree angle.
4. Place your finger on top of the cork while removing the muzzle as the cork may pre-release due to unforeseen bottle pressure.
5. Turn the bottle, not the cork slowly. Avoid popping the cork.
6. Point the bottle away from the table when opening.
7. Follow the guest approval and pouring procedure outline above for bottles of wine.

## **CALL BACKS**

A call back is nothing more than checking back with guests after they have had some food to make sure that everything is all right. Call backs are your insurance policy. They make it possible for you to be certain that you are meeting the guest's expectations. A call back should be made approximately 2-3 minutes after they started eating. The following guidelines should be followed when making a call back.

1. Ask the guest a general question regarding the quality of the food or beverage.

2. Check and clean-up the table if necessary. Remove any garnishes, straws, or soiled serviettes.
3. If the guests are happy with the quality of the food, this is a perfect time to mention that they should save room for dessert. It is also a good time to mention other venues within the Restaurant.
4. Before leaving, check the beverages at the table and take orders for more drinks. Top up the wine glasses if required.
5. If a guest is not satisfied, tactfully find out why. As a Food and Beverage Attendant you have the power to correct a number of problems.
6. If food is overcooked, cold etc.. The Manager or Supervisor on duty should be informed so that he/she can go to the table to apologise and try to rectify the complaint.
7. If a guest informs you that they found a foreign object in their food or beverage, pick up the item immediately and find a Supervisor/Manager and inform him/her of the details of the situation.

## **HANDLING GUEST COMPLAINTS**

Every time a guest complains he/she is giving us the opportunity to fix a problem. We must always remember that it is better to have a chance to fix a guest's problem and ensure that they leave the restaurant feeling good about their experience, than it is to have a guest simply walk out the door with a problem and never come back. For these reasons it is extremely important to approach all guest complaints with a sense of urgency. The sooner the problem is fixed, the sooner the guest will feel good about their experience.

When approached by a guest who has a complaint, do all of the following:

1. Listen attentively to the complaint. Allow the guest the opportunity to voice the complaint in its entirety. Be patient. Do not interrupt the guest. The act of talking about the problem will make the guest feel better, so let them talk.
2. When you are given the opportunity to speak, the first thing out of your mouth should be an apology. A good complaint handler usually manages to get at least three good apologies into the conversation.
3. Throughout the entire conversation, you must project an image of concern and regret. You cannot fake it. The reason you are working in the hospitality industry is that you want to look after people. Complaints are usually the result of a guest not being cared for properly. Yes, there will be times when the guest is not correct in what they are saying, but under no circumstances should you get defensive and argue with the guest.

4. **FIX THE PROBLEM!** Before the guest walks away ensure that you have all of the information you need to fix their problem.
5. If it is not within your power to fix the problem, locate a manager immediately. The managers have been trained to deal with problem situations. They will want to know about the complaint. They will want to assist you in making the guest feel good about their experience at the Restaurant.
6. Thank the guest for bringing the matter to your attention, apologise again, and state that you will look into the situation immediately.

Once the conversation has concluded:

1. Take immediate steps to fix the problem.
2. If the complaint is about something that has happened in a different part of the Restaurant, contact the Manager of the Department(s) from which the complaint originated.
3. Follow up with the Department concerned until the situation is satisfactorily resolved.
4. Record the complaint and the action(s) taken in the appropriate log book(s).
5. Make contact with the guest to ensure that they are satisfied with the solution to the problem.

## **CLEARING TABLES**

Every table should be kept neat and tidy during any dining experience. This task is the responsibility of the Food and Beverage Attendant. When clearing used items from tables remember the following:

1. Be tactful and considerate. Only carry what can be carried safely.
2. All used glasses should be removed from tables as quickly as possible and deposited in the glass return area.
3. Whenever removing plates or glasses, ask the guest for permission to remove the item.
4. Remove and if required replace dirty cutlery throughout the dining experience.
5. Whenever possible place items removed from a table on a service tray and always take time to separate the cutlery.
6. When placing items on a service tray, ensure that the items are equally balanced on the tray.

## **AFTER DINNER BEVERAGE SERVICE**

We will offer a wide variety of after dinner beverages. Some of the most common will be coffees, teas and liqueurs. You will need to be fully knowledgeable with regard to what items are available.

### **PRESENTING THE BILL**

If your guests appear to have completed their evening, you should prepare the bill and deliver it to the table when requested guests should never have to ask or wait long for the bill. Guests may pay at the table or at cashier.

### **CLEARING THE BILL**

Guests may pay for their food and beverages in a variety of ways. A guest may pay with cash, cheque, or a credit card.

Many of you will not be responsible for the collection of payment, but it is still important for you to understand what is involved in the process. For this reason, on the following pages, you will find a summary of the types of payment which are acceptable, and the procedures to following when completing one of these transactions.

For those of you that will be responsible for payment collection, it is important for you to be extremely careful when processing these payments. You will handle a great deal of money during your tenure at the Restaurant. In addition, you will process a large number of credit card and room charge transactions. Remember, that you are totally responsible for properly handling these transactions.

## **THE SERVICE SEQUENCE**

Listed below is a complete listing of the Food and Beverage service sequence. You will be expected to complete each of these steps when waiting on tables. There are no short cuts. If any of these steps are omitted, the guest may have a negative experience.

1. Greet the guest.
2. Introduce yourself.
3. Explain the beverage specials of the day/suggestively sell.

4. Take the pre-dinner beverage order.
5. Explain the buffet and we have to offer.
6. Deliver the beverage order.
7. Take wine order.
8. Top up wine.
9. Clear or replace plates and cutlery.
10. Top up wine
11. Take coffee, and after dinner beverage order.
12. Serve after dinner beverages.
13. Offer additional beverages.
14. Present the bill.
15. Clear the bill.
16. Thank the guest.
17. Invite the guest to return.

## **END OF SHIFT RESPONSIBILITIES**

1. The Supervisor/Manager will inform the Food and Beverage Attendant when to start the pre closing and final closing procedures.
2. It is possible to perform most of the closing procedures prior to closing time.
3. Once a station/section is closed, it must be totally cleaned.
4. When you have completed your assigned procedures, your Supervisor/Manager will inspect your working area.
5. Enter into the shift log/diary any relevant information for the incoming shift
6. Complete your time sheet and have the Supervisor/Manager initial it.
7. Change into non work attire and exit the building through the correct exit.

## CONCLUSION

The most important aspects of your job will be performed in the presence of the Restaurant's guests. For this reason your presence and the way you conduct yourself is extremely important. You should strive to do whatever it takes to create a warm and friendly atmosphere for the Restaurant's guests. Your goals should be to fulfil the guest's needs and exceed the guest's expectations. These goals can be achieved if the following types of behaviour are consistently demonstrated.

- Maintain a positive personal appearance. How you present yourself matters a great deal. Take pride in yourself and your uniform.
- Develop a strong sense of URGENCY. When you have an opportunity to be of service to a guest, act quickly. Regardless of the task, there is no better time than the present to get the job done. Do not wait around. Do it now!
- Be approachable. Being approachable begins by having an outward rather than an inward perspective. Keep your head up. Continuously monitor the activities and actions of individuals in your section and the restaurant as a whole.
- Anticipate the needs of your guests. Do not wait until you are asked. Make it your daily goal to go through the entire shift without having to be asked for anything.
- When a guest approaches you, smile. Bad attitudes and frowns from Food and Beverage Attendants quite simply do not exist at THE CHINESE BUFFET Restaurants.
- When guests enter the restaurant, verbally greet them. Calling a guest by name is best, but if you do not know a guest's name, a friendly, "Good morning," is perfectly acceptable. Depending upon the type of guest, it may be appropriate to add a "Sir" or "Madam" to the phrase.
- When a guest leaves the restaurant, always deliver a departing salutation. This salutation should include a "Thank you" and an expression of your desire to see him/her again in the future.
- Go out of your way to meet people. Introduce yourself. When guests tell you their name concentrate on the name. Pay attention to the names on credit cards. Try to associate the person you are meeting with someone else you know by the same name. Attempt to identify some unique characteristic of the people you meet to assist you in remembering their name. One of the best ways to make a positive impression on the Restaurant's guests is to call them by name.
- Look for opportunities to be helpful. Look for questions on the faces of the guests you serve. When you see a questioning look say, "Can I help you?"

- Say Yes!! Figure out ways to accomplish requests outside of your normal job routine. If you are unable to meet guests' requests, deliver the negative response in a positive manner.
- People hate being ignored. It is important to acknowledge guests as quickly as possible. If you are unable to attend to a guest immediately because you are in the middle of something important with another guest, acknowledge the second guest and say something like, "I'll be with you in just a moment."
- When a guest presents you with the chance to meet his/her need, seize the moment. Given the opportunity, take that extra step. Find a way to do better than meet the need.
- There is no place anywhere in the Restaurant where arguing with a guest is something positive. You will never win an argument with a guest. Even if you think you have won, you have really lost. Why? Because the guest who gets into an argument with a member of the staff is the guest who is not going to come back to the Restaurant.
- Read individual guests and groups of guests. Some people will want to talk. Others will want to be left alone. Some groups of guests will invite you to participate in their conversation. Others would consider your comments to be an interruption.

Remember, our goal is to do whatever it takes to meet and whenever possible exceed the expectations of our guests. We realise that this goal may only be reached with the support of excelling individuals such as you. Consequently, we expect you to perform on the highest level of which you are capable of performing at all times. Remember, it is your smile, your attention to detail, and your commitment to exceeding the expectations of our guests that will guarantee our future success and prosperity.