



## CORE HOSPITALITY PRINCIPLE

The door to opportunity  
is opened with  
**Extreme  
GREETINGS!**

10 FEET RADIUS: YOU INITIATE EYE CONTACT,  
A NOD OF RECOGNITION AND SMILE!

5 FEET RADIUS: YOU INITIATE  
A VERBAL GREETING!

GOOD MORNING! GOOD AFTERNOON!  
GOOD EVENING! GOOD DAY!

## WELCOME YOUR GUEST!

INTRODUCE YOURSELF! IDENTIFY/USE YOUR  
GUEST'S NAME! OFFER ASSISTANCE vs. JOB  
FUNCTION! TURN YOUR GREETING INTO A WOW!

### HOSPITALITY vs. JOB FUNCTION!

**HOSPITALITY:** "Good morning! Welcome to ..."

JOB FUNCTION: "Two for breakfast?"

**HOSPITALITY:** "Good afternoon! Welcome!

**How may I assist you?"**

JOB FUNCTION: "Checking In/ Out?"

**HOSPITALITY:** "Good morning Mr. Guest! I'm Maria your  
room attendant, may I service your room at this time?"

JOB FUNCTION: "Do you want your room serviced?"

**HOSPITALITY:** "Good evening Ms. Guest, I'm Bob with the  
Engineering team here to assist you with ...!"

JOB FUNCTION: "I'm here to fix your toilet."



**EXTREME GREETINGS! BIG SMILES!  
WARM EYES! YOU INITIATE ALL  
CONVERSATION! DYNAMIC ENERGY!  
GENUINE ENTHUSIASM!  
SINCERE EXCITEMENT AT  
THE OPPORTUNITY TO  
INTERACT WITH YOUR GUEST &  
FELLOW TEAM MEMBERS!**

**CREATE THE POSSIBILITY  
TO WOW YOUR GUEST  
WITH A WOW  
GREETING!**

**OFFER YOUR WOW**

**GREETING TO ALL:  
FELLOW TEAM MEMBERS AND GUESTS!**

**HOW MUCH ENERGY  
DO YOU GIVE TO THE TEAM?**

**TAKE THE INITIATIVE!  
OFFER ASSISTANCE!  
"May I be of assistance to you?"  
NOT "Do you need help?"**