I Smile for guests

I make eye contact

I stop what I’m doing and become fully engaged

I treat guests as individuals

I always thank them and invite them back

I anticipate their needs and offer assistance

I create surprises and special moments

I look happy and interested while serving guests

I reduce hassles and inconveniences for guests

I let customers tell me their problems without interruption

I apologize to guests even if it is not my fault

I care about our guests having a good time

I create opportunties to WOW by listening to guests

I project a positive image and energy

I am courteous and respectful to all guests

I resolve guest problems immediately

I ask guests what I can do if they have a problem

I understand our businesses so guests can have the best experience