



Top Ten Promises

Customers are greeted with a smile, eye contact and positive body language.

Customers are acknowledged visually or verbally as soon as they approach the employee's "Hospitality Zone."

Employees speak first and last to all customers, extending thanks when appropriate.

Employees offer accurate, relevant information and make recommendations as needed.

Customers' names are used when known.

Employees who receive a customer's complaint listen, apologise, and agree to a solution with the customer.

Requests and inquiries are handled to the customer's satisfaction and followed up on, where applicable.

Telephone calls are answered within five rings, using the proper salutation.

Employees' appearance creates a positive impression on customers.

Employees extend hospitality to fellow employees.