

Grand Horizon Hotel: Service Improvement Plan, Meeting Date: October 8, 2025

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Purpose: Ideas to make guest service better based on hotel rules.

Service Rule	Improvement Ideas
Always smile and be friendly A smile makes guests feel welcome and shows respect and kindness.	- Remind staff to smile every day in morning meetings. - Give a "Best Smile of the Week" prize to make smiling fun.
Wear a clean and nice uniform Uniforms make staff look professional and build guest trust.	- Check uniforms every Monday for cleanliness and ironing. - Replace old uniforms quickly to keep them nice.
Speak clearly and politely Clear, polite words help guests from many countries understand.	- Teach staff simple, polite phrases like "Hello, how can I help you?" - Do short training every month to practice clear speaking.
Work in different departments All departments (front desk, housekeeping, etc.) must work together.	- Hold weekly team meetings for all departments to share ideas. - Use a group chat on phones for fast communication (e.g., room status).
Help guests from many countries Guests have different cultures and expectations.	- Create a small culture book with tips about guest preferences. - Offer training on different cultures to help staff understand guests.
Stay calm and patient Staff must stay polite, even when guests are upset.	- Teach staff to breathe slowly when a guest is upset. - Do role-play training to practice staying calm in hard situations.
Be on time Punctuality helps the team and guests.	- Give a small bonus for staff who are always on time each month. - Talk to late staff to understand and solve their problems (e.g., bus schedule).
Follow hotel rules and standards Rules keep service consistent for all guests.	- Put signs in staff rooms, like "No phones during work." - Managers check rules kindly and remind staff nicely.
Be polite to other staff Respect between staff improves teamwork and service.	- Create a "Team Star" award for kind and helpful staff. - Managers show respect to staff to set a good example.