

A person wearing a dark grey suit jacket, a white dress shirt, and a dark tie. They are holding a silver service bell in their left hand, which is wearing a white glove. The background is dark and out of focus.

LEAVE
THEM

Smiling

TEAM MEMBER
HANDBOOK

Hospitality Pledge for All Team Members

I will warmly smile and make eye contact with every person within 10 feet (including those seated) and I will verbally greet those within 5 feet, using the person's name if I know it.

Generally speaking, if you are within 10 feet of another person you should make eye contact and smile. If you are within 5 feet, greet them verbally, using their name. "Good morning, Mr. Jones" is an example. Most people like to hear their name, so use names whenever you know them. This standard applies to people who are seated as well as those standing, and it should be followed outdoors and indoors alike. Note: If you approach someone from behind, be sure to walk slowly and announce yourself gently once you are in their field of vision. Pass them on their left if possible.

I will bid a fond farewell to anyone leaving the building — including residents, guests, vendors, and team members.

If you are near an exit, pay attention to people entering and exiting the building. Greet those coming in, and exhibit the same hospitality to those who are leaving. If you know the person, use their name. "Goodbye Mrs. Smith, have a safe trip home!" or "We'll see you next Friday, Mr. White!" are examples of fond farewells.