



7 Steps to AWEstruck Service

THE ARRIVAL |

<p>1 WELCOME</p>	<p>WELCOME (see AWEstruck Card Arrival Greeting)</p> <ul style="list-style-type: none"> • Wave & direct vehicle/greet guest within 30 seconds • Open all doors • First word to guest: “Good” (morning/afternoon/evening) • Warm, genuine “Welcome to (hotel name)” • Introduce yourself, assisting with vehicle/luggage • “How may I assist you?”
<p>2 GUEST NAME</p>	<p>FIRST NAME, LAST NAME</p> <ul style="list-style-type: none"> • Receive the guest’s first and last name; use name 2 x • Ask how to spell the name; legibly complete claim ticket
<p>3 RATES & RETRIEVAL INFO</p>	<p>RATES & TEXT/CALL DOWN RETRIEVAL INFO</p> <ul style="list-style-type: none"> • Explain the rates and how to request their vehicle
<p>4 DAMAGE CHECK CLAIM CHECK</p>	<p>DAMAGE CHECK - “CLAIM CHECK FOR CAR”</p> <ul style="list-style-type: none"> • Conduct vehicle damage survey (VDS) with guest (walk around vehicle) • Explain the importance of paper claim check for vehicle retrieval
<p>5 GENUINE INTEREST</p>	<p>INQUIRE ABOUT GUEST VISIT</p> <ul style="list-style-type: none"> • Ask why they are visiting • Make recommendations
<p>6 PLUS ONE</p>	<p>ADD VALUE (ANTICIPATORY SERVICE)</p> <ul style="list-style-type: none"> • Ask if they need further assistance • Offer additional services to the guest (i.e. remove any trash, phone charger, all important items removed? etc...)
<p>7 CLOSING INTERACTION</p>	<p>HAND-OFF/TRANSITION GUEST</p> <ul style="list-style-type: none"> • Walk the guest to the front desk or to bell service; introduce guest to next team member/department (if busy point with open hand, direct guest) • Friendly closing statement

**EARN Your AWEstruck Valet Status: Prepare - learn the steps, their names and the order!
Be ready to demonstrate!**