

Hotel General Manager Checklist



Location / Asset(s): _____

Date: _____

Assigned To: _____

Checklist Score: _____

Signed By: _____



Core Values Checklist

- Anticipate and exceed guest expectations with genuine sincerity.
- Maintain a professional staff at the highest standards through continuous training and development.
- Treat each guest and employee as a member of our family, with respect, honesty, appreciation, and concern.
- Protect and further our financial wellbeing.
- Perform all duties safely, legally, and ethically.
- Continuously strive for product improvement.
- Respect and care for our guests and the environment.
- Communicate positively about the resort, on and off property.



Employee Service Expectations Checklist

- Anyone who receives a guest request owns it.
- Accommodate all special needs in a positive and timely fashion, and follow up with the guest.
- Anyone who receives a guest problem owns it.
- Acknowledge every guest within 10 feet with eye contact, good posture, and a smile.
- Provide a positive and friendly greeting within 5 feet. Always be the first person to speak.
- Ensure that guests are escorted to their destination.
- Always acknowledge guest needs first by opening doors and offering the right of way.
- Always cease personal conversations when a guest approaches.
- Seek to identify the guest's needs.

General Manager Hotel Opening Manual And Checklist

Michael Rajnik



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