

Guidelines for Guest Services

Be Welcoming

- Start and end every Guest interaction with direct eye contact and a sincere smile.
- Extend the appropriate greeting to every Guest with whom you come into contact.
 - “Good morning!”
 - “Welcome to Browns Bridge!”
 - “How may I help you?”

Attempt to Connect

- It is the responsibility of every Guest Services member to seek out Guests who need help or assistance.
 - Listen to Guests’ needs
 - Answer questions
 - Offer assistance (Take them to the environment, Introduce them to someone)

Attempt to Right “Wrongs” Quickly

- It is the responsibility of every Guest Services member to attempt, to the best of their abilities, to immediately resolve a Guest Service failure before it becomes a problem.

Be Aware of Body Language

- It is the responsibility of every Guest Services member to display approachable body language when serving.
 - Attentive appearance
 - Smile
 - Good posture
 - Focus on Guests and not your fellow volunteers

Be Vision Casters

- As a member of Guest Services, we rely on you to help communicate the WHY behind the WHAT.

Thank Each and Every Guest

- Extend every Guest a sincere thank-you after requesting anything from them (i.e. scooting in to let others sit down) as well as when they are leaving.