

THREE STEPS TO SERVICE

1. A warm and friendly greeting.
Use the guest's name, if
and when possible.

2. Anticipation and
compliance with guest needs.

3. Thank farewell. Give them
a warm good-bye and use their
name, if and when possible.

*"We Are
Ladies and
Gentlemen
Serving
Ladies and
Gentlemen"*

THE EMPLOYEE PROMISE

In the Blue-Collar Inn,
Ladies and Gentlemen are the
most important element in our
service commitment to our guests.

By upholding the principles of
these historic customer pledges
and commitments to service,
employees deliver to the
benefit of each individual
and the company.

The Blue-Collar Inn is a work
environment where diversity is
valued, quality of life is enhanced,
individual customers are satisfied,
and the Blue-Collar Innkeeper
is delighted.



The Blue-Collar Innkeeper is
committed to providing the highest level
and quality of the guest's
and employee experience.

We pledge to provide the finest
personal service and facilities
for our guests who will always
have a warm, relaxed and
delightful experience.

The Blue-Collar Innkeeper
enhances the service, meets
needs, and builds trust.
We understand service
and needs of our guests.

The Blue-Collar® Rules

1. The Innkeeper is the principal leader of the Company. It is their job to ensure service and compliance with all.
2. The Innkeeper is "We are Ladies and Gentlemen serving Ladies and Gentlemen." At service professionally, we treat our guests and each other with respect and dignity.
3. The Three Steps of Service are the foundation of Blue-Collar Innkeeper. These steps must be used at every encounter to ensure consistent service delivery.
4. The Employee Promise is the basis for the Blue-Collar Innkeeper's commitment. It is the foundation of compliance.
5. All employees will consistently provide excellent service and comply with all company policies.
6. Company objectives are accomplished by all employees. It is a common responsibility to support them.

7. At every point and time in the workday, all employees have the right to be involved in the planning of the workday activities.
8. Each employee will consistently show the Innkeeper (M.B. M.B. M.B.) throughout the day.
9. It is the responsibility of each employee to ensure a safe environment of customers and guests and to be the best of our guests and each other.
10. Each employee is committed to the company, others, and the community, to ensure a safe and healthy environment, and to ensure that they are always ready to welcome and serve the guest.
11. The responsibility of all employees is to ensure the responsibility of every employee.
12. To provide the finest personal service to our guests, each employee is responsible for ensuring that every guest's experience is exceptional.

13. Every time a guest, friend, guest, or employee is the responsibility of each employee. When service is complete, the guest is ready to be the guest's satisfaction and to be the guest's satisfaction and to be the guest's satisfaction.
14. "Hello - We are on duty." When service is complete, the guest is ready to be the guest's satisfaction and to be the guest's satisfaction.
15. It is the responsibility of each employee to ensure a safe environment of customers and guests and to be the best of our guests and each other.
16. Each employee is committed to the company, others, and the community, to ensure a safe and healthy environment, and to ensure that they are always ready to welcome and serve the guest.
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Ritz Carlton Employee Manual

Wolfgang Guggemos

A red circular graphic with a gradient, appearing as a partial circle or a thick curved line, located to the right of the author's name.

Ritz Carlton Employee Manual:

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