

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-Clad, our
Ladies and Gentlemen are the
most important element in our
service commitment to our guests.

By upholding the principles of
these Employee Promise, integrity
and commitment to service
commitments reflect in the
quality of each individual
and the company.

The Blue-Clad Employee Code
commitments show directly in
each guest's life in individual
dedicated employees who fulfill
and the Blue-Clad Employee
Pledge.



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The Blue-Clad® Rules

1. The Blue-Clad is the personal belief of our Company. It must be sincere, honest and completely real.
2. Our Motto is: "We are Ladies and Gentlemen serving Ladies and Gentlemen." At service professionally, we treat our guests and each other only as human beings.
3. The Three Steps of Service are the foundation of Blue-Clad when Hospitality. These steps must be used at every encounter to ensure consistently superior service.
4. The Employee Promise is the basis for the Blue-Clad Employee Code. It is the foundation of our company.
5. All employees will consistently practice ethical behavior and conduct for their company.
6. Company Objectives are automatically in all employees. It is a common responsibility to support them.

7. At every point and time in the workplace, all employees have the right to be involved in the planning of the workplace activities.
8. Each employee will consistently show the respect (M.R., M.R., M.R.) throughout the day.
9. It is the responsibility of each employee to ensure a safe environment of customers and guests as well as each other.
10. Each employee is responsible for ensuring others practice standards of service, including respect, and accountability for their own actions.
11. Consistent quality of service is the responsibility of every employee.
12. To provide the finest personal service to our guests, each employee is responsible for identifying and resolving individual guest problems.

13. Every time a guest, service, guest satisfaction is the responsibility of each employee. When service is complete, you must be ready to be the guest's satisfaction and follow it.
14. "Hello - We are on duty." When service is complete, the guest is the guest's satisfaction and follow it.
15. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service.
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19. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service.
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22. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service.
23. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service.
24. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service.
25. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service.
26. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service.
27. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service.
28. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service.
29. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service. The employee's responsibility to the guest is to ensure that the guest is satisfied with the service.
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Ritz Carlton Employee Manual

AN Whitehead



Ritz Carlton Employee Manual:

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Table of Contents Ritz Carlton Employee Manual

1. Understanding the eBook Ritz Carlton Employee Manual
 - The Rise of Digital Reading Ritz Carlton Employee Manual
 - Advantages of eBooks Over Traditional Books
2. Identifying Ritz Carlton Employee Manual
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Ritz Carlton Employee Manual
 - User-Friendly Interface
4. Exploring eBook Recommendations from Ritz Carlton Employee Manual
 - Personalized Recommendations
 - Ritz Carlton Employee Manual User Reviews and Ratings
 - Ritz Carlton Employee Manual and Bestseller Lists
5. Accessing Ritz Carlton Employee Manual Free and Paid eBooks
 - Ritz Carlton Employee Manual Public Domain eBooks
 - Ritz Carlton Employee Manual eBook Subscription Services
 - Ritz Carlton Employee Manual Budget-Friendly Options
6. Navigating Ritz Carlton Employee Manual eBook Formats

- ePub, PDF, MOBI, and More
- Ritz Carlton Employee Manual Compatibility with Devices
- Ritz Carlton Employee Manual Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Ritz Carlton Employee Manual
 - Highlighting and Note-Taking Ritz Carlton Employee Manual
 - Interactive Elements Ritz Carlton Employee Manual
- 8. Staying Engaged with Ritz Carlton Employee Manual
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Ritz Carlton Employee Manual
- 9. Balancing eBooks and Physical Books Ritz Carlton Employee Manual
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Ritz Carlton Employee Manual
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Ritz Carlton Employee Manual
 - Setting Reading Goals Ritz Carlton Employee Manual
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Ritz Carlton Employee Manual
 - Fact-Checking eBook Content of Ritz Carlton Employee Manual
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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