



SINCERELY ELEGANT SERVICE STARS

Name: _____ Department: _____

DEMONSTRATED WALDORF ASTORIA'S EFFORTLESS LUXURY THROUGH THEIR EXCEPTIONAL DELIVERY OF

- Refined Haven, Sincerely Elegant Service, Unforgettable Experiences, Brand Service Standard #

THE STORY Describe what the Team Member did that was exceptional

Presented by: _____ Date: _____



SINCERELY ELEGANT SERVICE STARS

Name: _____ Department: _____

DEMONSTRATED WALDORF ASTORIA'S EFFORTLESS LUXURY THROUGH THEIR EXCEPTIONAL DELIVERY OF

- Refined Haven, Sincerely Elegant Service, Unforgettable Experiences, Brand Service Standard #

THE STORY Describe what the Team Member did that was exceptional

Presented by: _____ Date: _____



SINCERELY ELEGANT SERVICE STARS

Name: _____ Department: _____

DEMONSTRATED WALDORF ASTORIA'S EFFORTLESS LUXURY THROUGH THEIR EXCEPTIONAL DELIVERY OF

- Refined Haven, Sincerely Elegant Service, Unforgettable Experiences, Brand Service Standard #

THE STORY Describe what the Team Member did that was exceptional

Presented by: _____ Date: _____



SINCERELY ELEGANT SERVICE STARS

Name: _____ Department: _____

DEMONSTRATED WALDORF ASTORIA'S EFFORTLESS LUXURY THROUGH THEIR EXCEPTIONAL DELIVERY OF

- Refined Haven, Sincerely Elegant Service, Unforgettable Experiences, Brand Service Standard #

THE STORY Describe what the Team Member did that was exceptional

Presented by: _____ Date: _____

WALDORF ASTORIA PROPERTY-WIDE SERVICE STANDARDS

WE ARE ICONIC LUXURY

1. We are **proud ambassadors of Waldorf Astoria** and demonstrate elegance through impeccable grooming, highly articulate luxury language, and exceptional attention to details in all guest offerings and areas.
2. We work as **"one team" across all departments to provide seamless service**, sharing guest information and preferences to personalize their experiences and ensure they never have to repeat themselves.
3. We **craft moments of surprise and delight** to deliver unforgettable experiences unique to our property that guests will cherish for a lifetime and **continuously reimagine the guest experience** to be at the forefront of iconic luxury.

WE ARE THE ULTIMATE HOSTS

4. We **create a warm and inviting welcome** by maintaining positive body language, using open gestures, and always being first to acknowledge each guest we encounter with a sincere smile and eye contact at 10 feet (3 meters) and an authentic greeting at 5 feet (1.5 meters).
5. We **anticipate guest needs and deliver effortless luxury** by being thoughtful and intuitive as we ask questions, actively listen, and pay attention to clues to learn their preferences.
6. We are **knowledgeable about the offerings within our property and surrounding area** to provide detailed information and personalized recommendations.
7. We **demonstrate empowerment** to exceed guest expectations by taking ownership of guest opportunities and requests, offering alternatives, and following up to ensure every detail has been executed flawlessly in the quoted timeframe.

WE ARE HEARTFELT

8. We **engage with guests in a heartfelt manner** by introducing ourselves, naturally using their name in an attentive conversation, and always offering to escort them to their destination rather than providing directions.
9. We **build meaningful connections** with guests that demonstrate genuine concern and interest making them feel comfortable and at ease, while always maintaining the highest standards of integrity and professionalism.
10. We **create a memorable last impression** of sincere appreciation by closing each guest encounter with a thank you, an offer of further assistance and a personalized invitation to return that acknowledges something unique about their stay.

WALDORF ASTORIA PROPERTY-WIDE SERVICE STANDARDS

WE ARE ICONIC LUXURY

1. We are **proud ambassadors of Waldorf Astoria** and demonstrate elegance through impeccable grooming, highly articulate luxury language, and exceptional attention to details in all guest offerings and areas.
2. We work as **"one team" across all departments to provide seamless service**, sharing guest information and preferences to personalize their experiences and ensure they never have to repeat themselves.
3. We **craft moments of surprise and delight** to deliver unforgettable experiences unique to our property that guests will cherish for a lifetime and **continuously reimagine the guest experience** to be at the forefront of iconic luxury.

WE ARE THE ULTIMATE HOSTS

4. We **create a warm and inviting welcome** by maintaining positive body language, using open gestures, and always being first to acknowledge each guest we encounter with a sincere smile and eye contact at 10 feet (3 meters) and an authentic greeting at 5 feet (1.5 meters).
5. We **anticipate guest needs and deliver effortless luxury** by being thoughtful and intuitive as we ask questions, actively listen, and pay attention to clues to learn their preferences.
6. We are **knowledgeable about the offerings within our property and surrounding area** to provide detailed information and personalized recommendations.
7. We **demonstrate empowerment** to exceed guest expectations by taking ownership of guest opportunities and requests, offering alternatives, and following up to ensure every detail has been executed flawlessly in the quoted timeframe.

WE ARE HEARTFELT

8. We **engage with guests in a heartfelt manner** by introducing ourselves, naturally using their name in an attentive conversation, and always offering to escort them to their destination rather than providing directions.
9. We **build meaningful connections** with guests that demonstrate genuine concern and interest making them feel comfortable and at ease, while always maintaining the highest standards of integrity and professionalism.
10. We **create a memorable last impression** of sincere appreciation by closing each guest encounter with a thank you, an offer of further assistance and a personalized invitation to return that acknowledges something unique about their stay.

WALDORF ASTORIA PROPERTY-WIDE SERVICE STANDARDS

WE ARE ICONIC LUXURY

1. We are **proud ambassadors of Waldorf Astoria** and demonstrate elegance through impeccable grooming, highly articulate luxury language, and exceptional attention to details in all guest offerings and areas.
2. We work as **"one team" across all departments to provide seamless service**, sharing guest information and preferences to personalize their experiences and ensure they never have to repeat themselves.
3. We **craft moments of surprise and delight** to deliver unforgettable experiences unique to our property that guests will cherish for a lifetime and **continuously reimagine the guest experience** to be at the forefront of iconic luxury.

WE ARE THE ULTIMATE HOSTS

4. We **create a warm and inviting welcome** by maintaining positive body language, using open gestures, and always being first to acknowledge each guest we encounter with a sincere smile and eye contact at 10 feet (3 meters) and an authentic greeting at 5 feet (1.5 meters).
5. We **anticipate guest needs and deliver effortless luxury** by being thoughtful and intuitive as we ask questions, actively listen, and pay attention to clues to learn their preferences.
6. We are **knowledgeable about the offerings within our property and surrounding area** to provide detailed information and personalized recommendations.
7. We **demonstrate empowerment** to exceed guest expectations by taking ownership of guest opportunities and requests, offering alternatives, and following up to ensure every detail has been executed flawlessly in the quoted timeframe.

WE ARE HEARTFELT

8. We **engage with guests in a heartfelt manner** by introducing ourselves, naturally using their name in an attentive conversation, and always offering to escort them to their destination rather than providing directions.
9. We **build meaningful connections** with guests that demonstrate genuine concern and interest making them feel comfortable and at ease, while always maintaining the highest standards of integrity and professionalism.
10. We **create a memorable last impression** of sincere appreciation by closing each guest encounter with a thank you, an offer of further assistance and a personalized invitation to return that acknowledges something unique about their stay.

WALDORF ASTORIA PROPERTY-WIDE SERVICE STANDARDS

WE ARE ICONIC LUXURY

1. We are **proud ambassadors of Waldorf Astoria** and demonstrate elegance through impeccable grooming, highly articulate luxury language, and exceptional attention to details in all guest offerings and areas.
2. We work as **"one team" across all departments to provide seamless service**, sharing guest information and preferences to personalize their experiences and ensure they never have to repeat themselves.
3. We **craft moments of surprise and delight** to deliver unforgettable experiences unique to our property that guests will cherish for a lifetime and **continuously reimagine the guest experience** to be at the forefront of iconic luxury.

WE ARE THE ULTIMATE HOSTS

4. We **create a warm and inviting welcome** by maintaining positive body language, using open gestures, and always being first to acknowledge each guest we encounter with a sincere smile and eye contact at 10 feet (3 meters) and an authentic greeting at 5 feet (1.5 meters).
5. We **anticipate guest needs and deliver effortless luxury** by being thoughtful and intuitive as we ask questions, actively listen, and pay attention to clues to learn their preferences.
6. We are **knowledgeable about the offerings within our property and surrounding area** to provide detailed information and personalized recommendations.
7. We **demonstrate empowerment** to exceed guest expectations by taking ownership of guest opportunities and requests, offering alternatives, and following up to ensure every detail has been executed flawlessly in the quoted timeframe.

WE ARE HEARTFELT

8. We **engage with guests in a heartfelt manner** by introducing ourselves, naturally using their name in an attentive conversation, and always offering to escort them to their destination rather than providing directions.
9. We **build meaningful connections** with guests that demonstrate genuine concern and interest making them feel comfortable and at ease, while always maintaining the highest standards of integrity and professionalism.
10. We **create a memorable last impression** of sincere appreciation by closing each guest encounter with a thank you, an offer of further assistance and a personalized invitation to return that acknowledges something unique about their stay.