

## ***Guest Registration (In-person and via telephone) and Check-In Standards***

- Immediately greet the Guest. For in person, the “10/5” rule must be used. Eye Contact must be made with the Guest when he / she is 10 feet away, and a verbal greeting must be made when the Guest is 5 feet from the Guest Reception Desk.
- Use a hospitable greeting such as “Good Afternoon” or “Hello”. Do not use slang greetings and do not show an inappropriate level of familiarity. Guest first names are not to be used. Always use proper rank or title, such as “Gunnery Sergeant”, “Major Smith” or “Dr. Watson”. “Checking in?” is NOT a greeting.
- Introduce yourself to the Guest. This is a critical step in establishing a connection with the Guest and is a very upscale behavior.
- Use the Guest name a minimum of three times during the entire check in process.
- Ensure the MCCA lodging privacy act statement and agency disclosure notice is displayed at each terminal. Verify the Guests’ status as an authorized patron. If receiving the reservation over the phone, verbally provide information from the privacy act statement and agency disclosure notice such as, “To complete the reservation process we will need to ask some personal information. This information will be used to manage and administer MCCA lodging services. Providing this information is voluntary; however, without your personal information we will not be able to complete the reservation request.” Provide a copy of the privacy act statement and agency disclosure notice to the guest if requested.
- Through the check-in process confirm the length of stay, the rate, room type, method of payment, Guest address, phone, and e-mail address.
- Inform the Guest of the complimentary breakfast hours and location and wireless internet access.
- Inform the Guest of local installation attractions such as Clubs, Exchange, Marine Mart, and Semper Fit Gym.
- Provide key card (room numbers must never be announced verbally). A TLF map must be available if requested by the Guest. Some installations may require a parking permit.
- Verbally provide the Guest with TLF amenities and directions to their room or where to park. Provide a map if necessary.
- Wish the Guest a fantastic stay. Stay away from the overused “Enjoy your stay”. Instead, close your encounter saying such phrases as “You are going to have a fantastic stay!” or “I want your stay to be perfect. Please let me know what we can do to ensure that!”