

Service Standards Training Checklist

 Show only Checklist

Display Style
Default 

Welcome & Introduction

Covers the purpose of the training, the importance of service standards, and an overview of the program's objectives.

Participant Name

Write something...

Date of Training

Write something...



Training Overview & Objectives

Write something...

Employee ID

Enter a number...

Prior Service Experience?

Yes

No

Expectations for this Training

Write something...

Company Culture & Values

Explores the company's mission, vision, and core values, emphasizing how service standards align with these principles.

State our company's mission statement.

Write something...

In your own words, describe what 'hospitality' means to you in the context of our company.

Write something...

Which of the following best represents our core value of 'Guest First'?

- Prioritizing guest requests, even if it impacts efficiency.
- Following established protocols strictly, regardless of guest needs.
- Minimizing costs to ensure profitability.
- Maintaining a clean and organized workspace.

Select all the values that define our company culture.

- Innovation
- Tradition
- Teamwork
- Individual Achievement
- Sustainability

Provide an example of how you've demonstrated one of our company values in a previous interaction (professional or personal).

Write something...

Our company's vision for the future is to...

- Become the most profitable business in the region.
- Be recognized as the leading provider of exceptional hospitality experiences.
- Expand our operations to international markets.
- Implement the latest technological advancements.

Understanding Our Guests

Focuses on guest demographics, expectations, needs, and how to anticipate them. Includes discussion of diverse guest profiles.

Average Guest Spend (per stay)

Enter a number...

Common Guest Demographics We Serve

- Families
- Business Travelers
- Leisure Travelers
- Couples
- Solo Travelers
- Groups

Describe a typical guest's expectations regarding check-in experience.

Write something...

Which of the following best describes our primary guest's communication preference?

- Face-to-face
- Phone
- Email
- Messaging App

What are the top 3 things guests typically praise us for?

Write something...

Average age of guest

Enter a number...

What languages are frequently spoken by our guests?

- English
- Spanish
- French
- German
- Mandarin
- Other

Core Service Standards

Detailed explanation and practical application of key service standards (e.g., greetings, attentiveness, problem-solving, farewells).

Standard Greeting Phrase

Write something...

Response Time (in minutes)

Enter a number...

Preferred Guest Interaction Style

- Formal
- Semi-Formal
- Friendly/Casual

Describe the 'Attentive Service' Standard

Write something...

Which of the following are key aspects of problem-solving?

- Active Listening
- Offering Solutions
- Expressing Empathy
- Escalating Issues Appropriately
- Ignoring the Problem

Standard Farewell Phrase

Write something...

Approach to Guest Requests

- Always respond positively
- Assess feasibility before responding
- Decline requests immediately

Communication Skills

Covers verbal and non-verbal communication techniques, active listening, and handling difficult conversations with grace.

Explain the importance of active listening in guest interactions. Provide 3 examples of demonstrating active listening.

Write something...

Which of the following is the *least* effective way to respond when a guest is speaking?

- Maintaining eye contact and nodding
- Interrupting to offer a solution immediately
- Summarizing what the guest has said
- Asking clarifying questions

On a scale of 1-5 (1 being poor, 5 being excellent), rate your current level of comfort in handling a guest expressing frustration. (1-5)

Enter a number...

Select all methods for communicating empathy to a guest.

- Using apologetic language
- Avoiding eye contact
- Using a monotone voice
- Using phrases like 'I understand how you feel'
- Offering a sincere smile

Describe a situation where you used positive body language to enhance a guest interaction. What did you do, and what was the result?

Write something...

When speaking to a guest on the telephone, which is the MOST important factor?

- Speaking quickly to convey information
- Using informal language
- Speaking clearly and politely
- Avoiding silence

Handling Guest Complaints & Concerns

Provides a structured approach to resolving guest complaints, including empathy, problem-solving, and service recovery.

Guest Name

Write something...

Detailed Description of Complaint

Write something...

Guest Satisfaction Score (Pre-Complaint)

Enter a number...

Complaint Category (e.g., Room Issue, Service Delay, Bill Discrepancy)

- Room Issue
- Service Delay
- Bill Discrepancy
- Food & Beverage
- Staff Behavior
- Other

Actions Taken to Resolve Complaint

Write something...

Resolution Status

- Resolved
- Partially Resolved
- Unresolved

Guest Satisfaction Score (Post-Resolution)

Enter a number...

Additional Comments/Notes (e.g., Follow-up actions needed)

Write something...

Telephone Etiquette & Digital Communication

Focuses on proper telephone manners, email communication, and online reputation management.

Name for Answering

Write something...

Greeting Tone

- Warm & Friendly
- Professional & Formal
- Enthusiastic & Energetic

Sample Phone Greeting Script

Write something...

Average Call Handling Time (seconds)

Enter a number...

Appropriate Digital Communication Platforms

- Email
- Live Chat
- Social Media Messaging
- Instant Messaging (Slack, Teams, etc.)

Email Subject Line Best Practices

Write something...

Preferred Email Signature Format

- Standard Company Format
- Personalized but Professional

Appearance & Professionalism

Addresses dress code, personal hygiene, and overall professional demeanor.

Dress Code Adherence

- Always Adheres
- Usually Adheres
- Sometimes Adheres
- Rarely Adheres

Hair Length (inches)

Nail Polish

- Allowed (within guidelines)
- Restricted Colors
- Not Allowed

Jewelry

- Within Guidelines
- Restricted Items
- Minimal/No Jewelry

Personal Hygiene Standards

Write something...

Scents & Perfumes

- Allowed (lightly)
- Restricted
- Not Allowed

Photo (optional)

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Teamwork & Collaboration

Emphasizes the importance of teamwork, communication between departments, and supporting colleagues.

Name of a colleague you've collaborated with effectively recently.

Write something...

Describe a time you assisted a colleague in delivering exceptional service. What did you do?

Write something...

Which department do you most frequently collaborate with?

- Front Desk
- Housekeeping
- Food & Beverage
- Maintenance
- Other

Which of the following are examples of effective teamwork?

- Sharing information proactively
- Offering assistance to colleagues
- Communicating clearly and respectfully
- Avoiding conflict at all costs
- Keeping information confidential

Briefly explain the importance of inter-departmental communication. Provide a short example.

Write something...

What is your primary method of communicating with colleagues?

- Email
- Instant Messaging (e.g., Slack, Teams)
- In-Person Conversations
- Telephone

Legal & Compliance

Covers relevant legal considerations (e.g., privacy, accessibility) and company policies related to service delivery.

Employee Name

Write something...

Employee ID

Write something...

Acknowledgement of Privacy Policy

Write something...

Accessibility Compliance Awareness

- Yes, I understand the importance of ADA compliance and accessible service.
- No, I require further clarification on accessibility requirements.

Data Security Procedures

- Reporting Suspicious Activity
- Handling Guest Credit Card Information
- Securing Personal Guest Data
- Proper Disposal of Sensitive Documents

Underage Alcohol Service Awareness

- Yes, I understand and will adhere to alcohol service laws.
- No, I require further training on responsible alcohol service.

Date of Acknowledgement

Enter date...

Employee Signature

Assessment & Review

Includes quizzes, role-playing scenarios, and a final review to assess understanding and retention of the training material.

Which of the following are key elements of service recovery?

- Empathizing with the guest
- Acknowledging the issue
- Offering a sincere apology
- Ignoring the issue and hoping it goes away
- Immediately offering a full refund

Describe a situation where you had to resolve a guest complaint. What steps did you take?

Write something...

On a scale of 1-5 (1 being not confident, 5 being very confident), how confident are you in handling difficult guest interactions?

Enter a number...

What is the most important aspect of active listening?

- Waiting for your turn to speak
- Paying attention to both verbal and nonverbal cues
- Formulating your response while the guest is speaking
- Interrupting to clarify misunderstandings

Role-Playing Exercise: Please upload a video of yourself demonstrating a greeting scenario.

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Which response best demonstrates empathy when a guest complains about a long wait time?

- 'I understand your frustration; please allow me to look into this for you.'
- 'The kitchen is very busy tonight.'
- 'There's nothing I can do about it.'
- 'It's not my fault you had to wait.'