

iam™

RAMADA

R

eady. I am ready to take care of my guests with a smile and great attitude. I am ready with my uniform and name tag. I am ready to help my co-workers.

A

nticipating. I am anticipating my guests' needs, thinking ahead, and providing great service because I know what they go through when traveling.

M

aking a connection. I am making a connection with guest by smiling, looking into their eyes, and using their name. I am making a connection with the right body language and a happy, caring tone in my voice.

A

ware. I am aware of my hotel's amenities and services. I am aware of my hotel's surrounding area in order to give good directions and proper information

D

elightful. I am delightful and care about the little things my guests expect. I am delightful and never use the word "no" when I talk to my guest and co-workers.

A

ppreciative. I am appreciative, thank my guest often, and invite them to return. I am appreciative to be associated with my Ramada and Ramada Worldwide. I am appreciative of my co-workers.