



The Top Management of “ **Leonardo Hotels & Resorts Mediterranean**” through the provision of all the required resources to its team members, aim on the quality service of guests. Therefore, a language policy has been prepared for all the employees of the Group, per Department to be aware of the appropriate way they need to talk to the guests.

Description

Porter/ Security

Welcoming Guest

“Good Morning / Good Afternoon / Good Evening, Sir/Madam and welcome to (hotel name).”

“My name is (name), may I help you with your luggage?”

“Have a nice stay and I am here to assist you with anything you might need.”

Escorting Guest to room

“Good Morning / Good Afternoon / Good Evening, Mr/Mrs (surname) “Let me show you to your room.”

“You can dial 9 for any assistance.” “Enjoy your stay.”

Assistance to Guest

“Good Morning / Good Afternoon / Good Evening, Sir/Madam or Mr/Mrs (surname).” “Your taxi/tour bus has arrived.”

“Enjoy your excursion/your day/your evening/etc.”

Departure of Guest

“Good Morning / Good Afternoon / Good Evening, Mr/Mrs (surname).” “My name is (name), may I help you with your departure?”

“How was your stay?”

“Do you require a taxi?” or “May I bring your car?” “Goodbye and have a safe journey back home.”

Front Office

Arrival / Check in

“Good Morning / Good Afternoon / Good Evening, Sir/Madam.”

“Welcome to (hotel name). My name is (name) and will assist you with your check-in.” “How was your journey?”

“May I please have your name or booking reference?”

“Could I kindly ask you to fill out the registration card?” (If applicable at your hotels)

“Here is your key card and hotel information.” “Enjoy your stay.”

Departure / Check out

“Good Morning / Good Afternoon / Good Evening, Sir/Madam.” “We hope you had a pleasant stay with us.”

“Let me proceed with your check-out.”

“Goodbye and hope to welcome you back to (hotel name) soon.”

Answering Calls External Call

“Good Morning / Good Afternoon / Good Evening.” “Thank you for calling (hotel name).”

“My name is (name), how may I direct your call?”

“Kindly hold while I transfer you to our (department name).”

**Internal Call**

"Good Morning / Good Afternoon / Good Evening, Sir/Madam or Mr/Mrs (surname)." "(name) speaking, how may I help you?"

"Certainly, I will connect you to our (department name)."

Guest Approaching Reception for Assistance

"Good Morning / Good Afternoon / Good Evening, Sir/Madam or Mr/Mrs (surname)." "How is your stay with us so far?"

"I am happy to help with anything you need."

Guest Services

"Good Morning / Good Afternoon / Good Evening, Sir/Madam or Mr/Mrs (surname)." "How can we help you today/tonight?"

"May we suggest some local attractions/night clubs or anything else you might need?"

Assistance to Guest

"Good Morning / Good Afternoon / Good Evening, Sir/Madam or Mr/Mrs (surname)." "How may we assist you today?"

"We suggest that you make dinner reservations in advance at one of our restaurants."

"Do you know of our special (theme night) on (day)?"

Handling of Complaint

"Good Morning / Good Afternoon / Good Evening, Mr/Mrs (surname)." "We are very sorry for the inconvenience."

"We understand your frustration and we will make everything possible to resolve the matter".

"In the meantime, I would like to offer (a complimentary drink/a room upgrade/a complimentary dinner, etc.)."

"Do let us know if we can be of further assistance."

or

"We are sorry to hear that and appreciate your feedback."

"As a gesture of goodwill I would like to offer (a complimentary drink/a complimentary dinner/a room upgrade, etc.)."

"We are here to assist you and ensure you have a comfortable stay with us."

Escorting Guest

"Good Morning / Good Afternoon / Good Evening, Sir/Madam or Mr/Mrs (surname)." "Let me show you the way to our breakfast room/Spa/pool area/restaurant."

"Enjoy your day/evening."



Housekeeping/ Maintenance

Maid / Room Cleaning

"Good Morning / Good Afternoon / Good Evening, Sir/Madam or Mr/Mrs (surname)." "May I clean your room now or should I come back later?"

Maid / Turndown service

"Good Afternoon / Good Evening, Sir/Madam or Mr/Mrs (surname)." "I am here for your turndown service."

"If you prefer, I can come back later."

"If not, then do you need any extra towels/room amenities, etc."

Floor Supervisor / Handling Special Guest Requests for their comfort

"Good Morning / Good Afternoon / Good Evening, Sir/Madam or Mr/Mrs (surname)." "My name is (name) and I am your Floor Supervisor."

"Please let me know how I can make your stay more comfortable."

Maintenance / Room Repairs

"Good Morning / Good Afternoon / Good Evening, Sir/Madam or Mr/Mrs (surname)."

"I am the hotel technician and was told you have a problem with the (AC/shower/lights, etc.)."

"May I enter your room to fix it now or you prefer I come back later?"

F&B (1. Host/Hostess / 2. Waiter / 3. Bartender)

Host/Hostess

Welcoming Guests & Seating

Breakfast

"Good Morning Sir/Madam, may I please have your room number?" "Let me show you to your table."

"Our breakfast buffet is open until (the time)." "Enjoy your breakfast."

Lunch or Dinner

"Hello / Good Evening, Sir/Madam" "Welcome to (restaurant name)."

"How is your day so far?" or "How was your morning?" (to be used during lunch) "How was your day?" (to be used during dinner)

"Do you have a reservation already and may I please have your name / room number?" "Please let me show you to your table and a waiter will be right with you."

"Enjoy your lunch/dinner."



Waiter

Promoting daily specials

“Hello / Good Evening, Sir/Madam.”

“My name is (name) and here is our a la carte menu.” “May I also suggest our today’s specials, (the specials).”

“When you are ready, I will be happy to take your order.”

Bartender

“Good Afternoon / Good Evening, Sir/Madam or Mr/Mrs (surname).”

“Here is our drinks and snacks menu.”

“I will be right with you to take your order.”

“What can I get you and may I suggest our today’s special cocktail, a (name of cocktail).”

Lifeguard / Pool Service Staff

Welcoming Guests

“Good Morning / Good Afternoon/ Hello, Sir/Madam or Mr/Mrs (surname).” “Welcome to our Splash Waterpark, etc.”

“My name is (name) and I am here to help.” “How many people will you be today?” “Do you prefer a shaded area?”

“Have a great day.”

Assisting Guests

“Good Morning / Good Afternoon/ Hello, Sir/Madam or Mr/Mrs (surname).” “My name is (name) and may I help you in finding sunbeds?”

“Let me know if you need anything else.” “Enjoy your day.”

Guiding Guests for Safety purposes / Pool Safety

“Good Morning / Good Afternoon / Hello, Sir/Madam or Mr/Mrs (surname).” “Welcome to the Splash Waterpark, etc.”

“My name is (name) and I am your lifeguard.”

“For your safety please pay attention to the warning signs.” “Have a nice day and I am here to help in anyway.”

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Radu Stefan Mitroi
Regional General Manager
Regional General Manager
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