



Service Culture Guiding Principles Acknowledgment Form

Please complete the following form and return it to the High Peaks Resort Human Resources department with your employment application.

Name: _____ Date: _____

Address: _____
Street City State Zip Code

Telephone Number: (____) _____ Email Address: _____

I have applied for the position of _____ and understand and can perform the position's essential functions without accommodation.

Please review and acknowledge the following:

Service Culture Guiding Principles of High Peaks Resort

- Every returning guest will receive special recognition.
- All associates will acknowledge guests with eye contact and a smile when they are within ten feet and verbally if they are within five feet.
- Associates will recognize guests by using their surname when known in a respectful and conversational manner.
- Guests observed carrying packages or luggage will automatically receive assistance unless declined by the guest.
- No appropriate guest request will ever be declined without first offering multiple alternatives.
- When a guest asks for directions to any location on or off the property, associates will always provide assistance. If associates are unsure of the requested directions, they will escort the guest to the Concierge Desk.
- No guest will have to repeat a request or instructions to more than one associate.

- When guests are waiting in line, associates will acknowledge them with eye contact, a smile, and an indication that they will be attended to momentarily.
- When a line of more than two parties forms, a manager or other associate will greet waiting guests, apologize for the delay and offer alternatives if possible.
- All phones will be answered within three rings. Phone greetings for all calls will include the name of the associate, a salutation appropriate for the time of day, and associate self-identification.
- When it is necessary to place a guest on hold the associate will ask permission, wait for a response and offer a polite acknowledgment prior to placing the call on hold. When the call is picked up after the hold, the associate will apologize for the delay and thank the guest for waiting.
- Guests will never be placed on hold for more than 15 seconds without the offer of a call back.
- When transferring calls, associates will verbally confirm the transfer destination. When closing a telephone conversation, the guest will be thanked and allowed to disconnect first.
- Associates will never knock on a door when a “Do Not Disturb” sign is posted.
- When entering a guest room, the associate will knock and announce him/herself, wait 10 seconds, knock and announce him/herself again, and wait another 10 seconds. Only then, in the absence of a response, will the associate enter the room while announcing him/herself.
- When an associate enters a guest room and the guest is present, the associate will announce the purpose of the visit and ask permission to enter as appropriate.
- Before departing from a room, the associate will politely address the guest by name and ask if the guest needs anything further.
- Associates will always be immaculately groomed and attired in the designated uniform of their department. Uniforms will be maintained in excellent condition.
- Associates will abide by all requirements of the grooming and appearance standards that follow.

Grooming and Appearance Standards of High Peaks Resort

In addition to the following standards, visible tattoos, body painting, and body piercing jewelry are prohibited. All tattoos must be covered by the uniform. Associates will always appear crisp, polished, and well fitted, and will wear a name badge on their left lapel. A fresh, clean appearance is required and achieved by daily bathing and grooming.

Female

- Hair must be clean, neat, and cut in a natural style. Unconventional or extreme styles such as teasing, cornrows, or unnatural hair coloring are not permitted.
- Makeup should be conservative. Fingernails must be neat and clean and, if polished, in conservative colors only. Nails should not interfere with work duties.
- No more than 2 rings or bracelets/watch may be worn on each hand/wrist. Only one necklace, which must be conservative in size, may be worn, and only one matching conservative earring per ear may be worn.

Male

- Hair must be clean, neat and cut in a natural style. Hair should not be worn past the bottom of a normal shirt collar, below the earlobe, or cover the eyebrows.
- Men's facial hair must be properly groomed, neat and conservative at all times. Mustaches must not extend past the corners of the lip and must not grow over the lip. Sideburns should not extend more than halfway down the ear. An unshaven appearance is not acceptable.
- No more than 2 rings or bracelets/watch may be worn on each hand/wrist. Only one necklace, which must be conservative in size, may be worn. Earrings are not permitted.

By signing below, I acknowledge that if hired, I will comply with the High Peaks Resort Service Culture Guiding Principles and the Grooming and Appearance Standards.

Signature _____ **Date** _____

Printed Name _____