

Knowledge

Including the information our team should be have about our hotel and the local area so we can confidently assist our guests.

	Everyone must know	Meet	Below	N/A
1	Was the team member able to describe their 3 most favourite bedrooms, with reasons why			
2	Was the team member able to give the guest accurate directions to any location within hotel			
3	Wherever possible, did the team member escort the guest at least at the beginning of the journey to show the location			
4	Did the team member know the average range of prices of a bedroom and meeting room			
5	Did the team member offer contact details of the relevant person for more information			
6	Did the team member know all the opening and closing times			
7	Did the team member know the car parking option and charges. If not relevant, did the team member know the location of nearest NCP or bicycle rental with the average range of prices			
8	Did the team member know the closest transport links			
9	Did the team member know the meetings held that day and which meeting room			
10	Did the team member share one “simple fun fact” about hotel or area (ice breaker conversation)			
11	Did the team member know the weather forecast for today and tomorrow (ice breaker conversation)			
12	Did the team member give easy to follow directions to other The Clermont hotels			

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Front of House team		Meet	Below	N/A
13	Did the team member know the best place to find a Black taxi and rough price to station/airport			
14	Did the team member know the prices and average time lengths to all main destinations i.e. airports, landmarks using private car services			
15	Was the team member knowledgeable of their 5 most favourite sights to see, with reasons why			
16	Did the team member know the opening times and costs of the suggested attractions and activities			
17	Did the team member know the nearest hospital or contact details of "doctor on call"			
18	Did the team member know where the nearest bank and ATM was located			
19	Did the team member know where the closest retail, food store or off licence was located			
20	Was the team member knowledgeable of their 3 most favourite restaurants and bars, with reasons why			
21	Was the team member knowledgeable of the local theatres and the current performance			
22	Was the team member knowledgeable of local walks and cycle routes, including the closest bicycle hub			
Food and Beverage team		Meet	Below	N/A
23	Did the team member know the best place to find a Black taxi and rough price to station/airport			
24	Was the team member knowledgeable of their 5 most favourite sights to see, with reasons why			
25	Did the team member know where the nearest bank and ATM was located			
26	Did the team member know where the closest retail, food store or off licence was located			
27	Did the team member show first-hand knowledge of every dish and beverage choice whilst describing the flavours in their own way			
28	Did the team member know accurate allergen information to advise dish suitable for major dietary requirements			
29	As a minimum, did the team member actively sell their most favourite 2 starters, 2 mains, 2 desserts			
30	As a minimum, did the team member actively sell their 3 most favourite beverages by category			