

The Cove at Yarmouth's **10 Golden Rules of Customer Service**

All employees will.

1. Treat every guest as you yourself would like to be treated.
2. Greet customers with warmth and enthusiasm. Smile!
3. Let customers know you care - take sufficient time with them and be concerned with each guest as an individual. Go the extra mile.
4. Have some Fun. Take some risks. Do something differently.
5. Be willing to manage personal emotions and take personal responsibility for resolving customer complaints.
6. Apologize to a guest even if you didn't create the problem.
7. Under promise and over deliver. Don't make any promise that can't be kept.
8. Recognize the importance of safety and security for guests and employees. Safety and security is priority number one.
9. Not speak negatively about any employee or guest.
10. End all guest communications with...
"Is there anything else I can do for you."