Eariler this week, an employee was accused of being rude to a guest by refusing to acknowledge her presence untill she called for his attention. Although the customer was forgiving, we consider this a serious matter at the Excelsior Hotel. Making our guests feel welcome and at home, being attentive to the needs of each one, and looking for ways to make their stay more pleasent and enjoyeable are all ways of showing our hospitality—the hallmark of the service offered here.

Please keep the following in mind:

Be careful to listen attentivly and respectfully to each guest who engages you in conversation, whether exchanging pleasantries or registering a complainte.

Do not overlook a guest because you are in a hurry to do something else or get somewhere else.

And especially, do not continue a conversation with a fellow employee when a guest is waiting to talk to you.