

HOTEL JEOPARDY

Hampton Inn & Suites Ephrata – Mountain Springs, PA

SAFETY & SECURITY

10 What are the 4 letters to remember when using a fire extinguisher?

PASS – Pull, Aim, Squeeze, Sweep

5 When should you report an injury?

As soon as it occurs!

10 Housekeeping only: If a guest stops you in the hall and asks you to let them in their room, what should you do?

Ask them to go to the Front Desk so their ID can be checked against registered name in computer

10 Housekeeping only: If you are cleaning a room and a Guest comes in, what should you do to make sure it is the registered Guest?

Have them dip their key in the lock & see if light turns green

10 Front Desk only: If a Guest comes to the desk & forgot their key, what do you do?

Ask for photo ID

Double or nothing: what if their ID is in their room?

Have someone walk them to their room to establish ID

5 Where is our Team Meeting point when a fire alarm goes off?

By dumpsters

YOUR HOTEL

5 Do we have a computer for Guest use in the lobby?

YES

How much does it cost to use?

0

5 What are the hours for breakfast?

6-10 am

5 What are the hours for the pool?

8am – 10pm

5 What is the name of our newsletter?

INNformer / Mountain Springs Gazette

5 What # are we ranked of ALL Hampton Inn & Suites hotels in the U.S.?

4

10 How many guestrooms are on the first floor?

6

10 What is the name of our meeting room?

Senator Noah Wenger Boardroom

20 (5 for each correct answer) Name the 4 pieces of equipment in our fitness center
Treadmill, Elliptical, Exercise Bike, Weight Machine

25 Get 25 points if you can name what the FOCUS goal for your department's SALT MOUNTAIN is this month! Get 15 points if someone from your Team can name it!
Front Desk – Housekeeping – Breakfast – Maintenance –

10 What is the name of our bedding?
Cloud Nine

50 What are the 2 prices to rent our boardroom (half day/full day)?
\$109 ~ \$159

100% GUARANTEE

10 TRUE or FALSE: YOU can give out a 100% Guarantee
TRUE

10 TRUE OR FALSE: You should check with a Manager before giving 100% to make sure it's OK
FALSE

15 Who decides if the Guest is satisfied?
THE GUEST!

15 If you know for sure that a Guest is lying, you don't have to give the 100% Guarantee
FALSE!

20 Multiple choice: When we give out 100%, the Hampton Brand
A- LOSES MONEY
B - MAKES MONEY
C - BREAKS EVEN

HILTON/HAMPTON:

5 What is the Hilton HHonors program?
A frequent stay loyalty rewards program

10 What do Hilton HHonors guests earn?
POINTS AND MILES

15 Name the 4 levels of Hilton HHonors IN ORDER
Blue, Silver, Gold, Diamond

5 How much are local phone calls from the Guestrooms?
0

10 How much does a movie cost to rent?
\$7.95 - \$14.95
How much is Nintendo?
\$6.95 for one hour

20 Name at least 5 brands in our family of hotels, not including Hampton
DOUBLETREE, EMBASSY, HOMEWOOD, HOME 2 SUITES, HILTON, CONRAD INTERNATIONAL

5 Do ALL Hilton HHonors members get the snacks?

NO

(Bonus) **5** which members get this service?

GOLD AND DIAMOND

10 What is the CARE Committee?

A group of Team Members from all departments that meet once a month to discuss ways to make this hotel a great place to stay and work!

10 What does CRM stand for?

Customer Really Matters

15 How many Hilton HHonors points does it take to get a free night at our hotel?

30,000

15 What does being a “Lighthouse Brand” mean?

Being a brand that people come to because they are a “beacon” in their industry – guiding the way and being dependable, reliable in their products & services

25 What are the 5 moment makers?

Empathy, Compliment, Humor, Unexpected Delights, Anticipate

40 What are the 5 Top Performer items?

Juice The Jam, Build Your Circle, Pass The Hat, Natural Energy, Claim Your Pitch

POTLUCK

10 Until what time will Applebee’s deliver food to our hotel?

9pm

10 What are SALT scores?

Satisfaction And Loyalty Tracking (our report card from Guests)

5 What does the TURTLE symbolize?

“Sticking your neck out” to get ahead

10 What is the brand name of our uniform?

Land’s End

10 Give me an example of JUICING THE JAM with a Guest

10 Give me an example of showing EMPATHY

50 BIG BONUS QUESTION: *Name our 100% Hampton Guarantee, word-for-word!

Friendly service, clean rooms, comfortable surroundings, every time. If you’re not satisfied, we don’t expect you to pay. That’s our commitment and your guarantee. That’s 100% Hampton!