



How do you pamper your guests?

Guest pampering in African Queen refers to providing exceptional care with special and personalized attention to guests, anticipating their needs and desires to create a memorable experience.

- Pull the chair for your guest always when you have a chance
- Offer pashmina when you see your guests feeling cold
- Ask to validate the parking card while taking a payment
- Offer an extra pillow for pregnant ladies
- Escort the guests to show the WC once they need
- If guests ask for a WIFI, offer to enter the password for them and make sure they are connected (ex: Please, let me do it for you or please, let me assist you with that)
- Offer the stain remover if needed
- Bag holder for any bag on the table or the floor
- Use the name of the guest to greet them
- Update the profile of our regular and VIP guests. Please, use the slip to write down the guest's preferences (sparkling or still water, meat temperature, any special request, allergies) and pass it to the manager in your section
- Offering tissue (ex: if Guest is sneezing)
- Offering a napkin to cover the white tablecloth once there is stains
- Proposing to change the plate during a course if you see it messy
- Proposing a freshwater glass or wine glass if you notice fingerprints or dirt around it
- Proposing a fresh napkin if you see it quite dirty

Any extra effort to provide an excellent African Queen experience will not only build a strong relationship with our guests but also increase your income.