

## Customer Service & Representation

# The Spirit of Hospitality



## Principles of Hospitality

*By showing hospitality to God's children we, too, may receive His angels into our dwellings. Even in our day, angels in human form enter the homes of men and are entertained by them. And Christians who live in the light of God's countenance are always accompanied by unseen angels, and these holy beings leave behind them a blessing in our homes.*

- *White, Ellen G. Conflict and Courage. Page 50.*

### 1 Generosity & Welcoming Attitude

Demonstrating generosity and a welcoming attitude involves going above and beyond in hospitality. It's about offering more than what is expected, providing guests with the best available and creating an environment of abundance and warmth.

### 2 Promptness & Punctuality

Being prompt and punctual in hospitality means being attentive to the needs of guests and responding swiftly. It involves not hesitating but instead, being responsive and welcoming guests without delay.

### 3 Respect & Humility

Showing respect and humility toward guests means treating them with honor and dignity. Using polite and respectful language, acknowledging their significance, and exhibiting deference are essential aspects of this principle.

### 4 Anticipation of Needs & Attentiveness

Anticipating the needs of guests and being attentive to those needs is fundamental. It involves not only fulfilling basic requirements but also being observant and proactive in providing for guests' comfort and requirements.

### 5 Unbiased & Inclusivity

Embracing an unbiased and inclusive approach means making all guests feel equally welcome, regardless of differences or backgrounds. It's about creating an environment where everyone feels accepted and valued.

### 6 Personal Engagement

Engaging personally with guests involves actively participating in their experience. It means being present, involved, and making genuine connections, which significantly enhances the overall hospitality encounter.

### 7 Kindness & Compassion

Kindness and compassion are at the heart of hospitality. It's about showing genuine care, empathy, and consideration toward guests, creating an atmosphere of warmth and understanding.