

# MILES SMILES

## SERVICE PROMISE



**Warm Welcome** - A smile and eye contact go a long way—greet every guest with both!



**Spirit of Service** - Be a Memory Maker - *Is there anything else I can help you with today?*



**Passionate & Proactive** - Help guests solve needs before they become problems



**Rapid Response** - Fast, dependable support when it's needed most



**Fond Farewells** - Thank guests for staying, playing, and/or dining with you!

### Go the Extra Mile – Be Our Next Featured Smile!

We're honoring the **hospitality heroes** who make every visit memorable with our Miles of Smiles Service Promise!

Get noticed by your manager and celebrated by us! You could be **featured on our Facebook page** AND win a **weekly \$100 prize**. Then at the end of summer (by Labor Day), one featured smile will be randomly selected to **take home a \$500 cash prize!**

