The hotel doorman

	accepted	not accepted
0	*sees the guests arriving*	
1	**make the right impression** a good first impression get the right impression give a good impression give the right impression greet them identify the guests make a good impression make a important impression make a right impression make right impression make that right impression make the wright impression raise the right impression recognise the guests recognise the persons recognise them	be polite be polite and friendly be there be very friendly book a restaurant contact them do something special find out about guests find out important things find out their genders get impressions of guests give impression give the best have eye contact help the guests hold on eye contact impresion impresure the guest keep eye contact know more about the guest know what guests want know what they want let him feel welcome *(this is not specifically mentioned as being crucial in the first few moments, it is a general aim of the doorman)* look after guests look after them make a good representation make a perfect enpression make a right impressure make guests feel welcome *(this is not specifically mentioned as being crucial in the first few moments, it is a general aim of the doorman)* make the right expression make them feel comfortable *(this is not specifically mentioned as being crucial in the first few moments, it is a general aim of the doorman)* make them feel welcome *(this is not specifically mentioned as being crucial in the first few moments, it is a general aim of the doorman)* more than open the door open the door put a smile on their face the guests are welcome welcome them
2	**looks after the guests** care about the guests cares about the customers cares about the guests	always opens the door *(Nathan stresses it is more than that)* arrive to the end book a restaurant *(this is not the case for*

	cares for the guests cares for them cares of guests needs feels responsible for guests fill the guests needs filles the guests wishes help with everything helps the guests is available for them is looking after guests is looking after them is there for guests look after them looking after guests looks after the clients looks after the guest looks after them looks afther them make the guest feel welcome makes everything for guests makes guests feel welcome makes their stay nicer take care takes care takes care of guests tracks the guest's progress tracks their progress	*every client throughout their stay)* books restaurants *(this is not the case for every client throughout their stay)* cares for a good emphasis follows them guides the guests he looks for them help them in and out introduce the guests first is greeting the guest is important for guests *(too vague)* is intouch with clients is looking over them is on the reception is responsible is responsible for them looks at the guests looks over the guests make the guest make the work makes the right empression meet it first occur of the guests open the door open the doors reservations see the guests sees the guests special wishes talks with the guests tracks the programmes was the person will help the guests
3	**makes it happen** arranges everything they want arranges it arranges it for them does that fulfil all wishes gets it gets it for them gives his best has to manage has to organise it have to do it help them help to make it helps them he organised things is organising it is organising this is responsible for this makes it possible makes that happen organised it organises everything organises it organises it for them takes care about it takes care of it will do it	booking a restaurant check it out even cares for them fate back to reception feels free to help find the unusual fix it give feedback to reception gives feedback to reception go for it has to helps the guests quickly is going to organise the wish is informed before is telling knows it makes a cake makes that might have it mind that happens take special tries to do this *(Nathan goes beyond just trying, he makes unusual requests happen)* tries to manage it tries to manage this tries to organise it try to do the best

	will do this will have that happen will helps them will made that happen will make it happen will make that happen will manage it will organise it	will behave will check it out will find it out
4	**concierge** conciérche concierge department consieche consierge consierge department department concierge in the concierge department is as a concierge is called conciarge is called concierge is called the concierge is concierge is the concerge is the concierge department is the consierge department the concierge the concierge department the consiage the consierge	a list of that conception conse consech front line service front of house staff head doorman/consierge is called receptionist section is conscious is reception is the Rubens Hotel is very important London the Consea Age Department the front line
5	**give him a list** give a list give him a namelist give him information give him lists give him the information give lists of dayguests give Nathan a list give Nathan information hand him a list hand out reservation list hand over a list have a list have list make a guests list make a list make a name list offer him a list pass him a list pass him the names pass list to doorman pass over a list pass over guest arrival pass over guests arriving pass over list pass over name list pass over names pass over reservations pass over the list pass over the names pass over the reservations pass over their names prepare lists with names	ask Nathan ask Nathan than be an option be passed over book their favourite restaurants give a press list give feedback help help him so help Nathan help the guests introduce the guests introduce them keep their IDs look after the reservation make the reception match the names offer him the reservations pass over pass over to reception pass them at reception reservation are the names tell him work outside works with reception

	provide a list		
	provide a list		
	send Nathan a list		
	supply a list		
	tell Nathan their names		
	use a list		
	write a list		
	write a name list		
6	**asks for their name**	ask guests stayed here	
	accompanies them in	ask them questions	
	ask for guests name	asked in the reception	
	ask their name	asks regular questions	
	ask them for name	asks some questions	
	asks about their names	asks with them	
	asks for names	cross over to reception	
	asks for their names	do everything for them	
	asks the guest's name	give them instructions	
	asks them their names	has eye contact	
	brings them in	in hotel before	
	brings them to reception	introduce the hotel	
	escors the guests in	introduce them to all	
	escort into hotel	introduces	
	escorts into the hotel	introduces the house	
	escorts them into hotel	introduces them the hotel	
	escorts them to reception	knows their names	
	guides them to reception	makes guest feel welcome *(throughout their stay, not then)*	
	introduce guests in hotel	makes them feel welcome *(throughout their stay, not then)*	
	introduce in the reception	open the door *(not mentioned with regard to first-time clients)*	
	introduce the guest	says his name	
	introduce the guests	takes eye contact	
	introduce them	talk to them	
	introduce to reception	welcome the others	
	introduces the guests	the reception introduces them	
	introduces them	escorts them *(ambiguous)*	
	introduces them to reception		
	introduce them the reception		
	introduces them to receptionists		
	introduces to reception		
	leads them into hotel		
	takes them to reception		
7	**organise private jet**	*The answer must focus on more unusual requests wealthy clients have*	
	20 tickets for theatre	100%	
	20 tickets to theatre	12 hours	
	book a private jet	8 to 8	
	contact a privat jet	accompaign them	
	get 20 theatre tickets	be a concierge *(he is a concierge)*	
	get a private jet	be professional	
	get tickets for theatre	find a taxi *(all guests would expect that)*	
	hail a private jet	getting into conversation	
	hire a private jet	have a private chat	
	look after them 100 %	have a private jet	
	offer a private jet	help them	
	order a private jet	open the doors *(all guests would expect that)*	
	organise a private jet	private jet	
	organise anything	take them up everywhere	
	reservate a private jet	to do special service	
	to give 100 %	to get a taxi *(all guests would expect that)*	
	to look after 100 %	to had a conversation	
		using the guests name *(it is not mentioned*	

			whether the clients expect Nathan to use their names) watch them work at the hotel
8	**treats them like friends** care for them cares about them cares for them he looks after them get in conversion get into conversation is like a friend is using guest name is their friend is their friend is their friends is their truely friend makes them feel comfortable makes them feel welcome pays attention to details seems them as friends sees them as friends takes care of them treat them like friends treat them like friends treats them as friends treats them like friend uses the name		are friendly *(too general)* are nice and friendly does much in background is a longstanding feature is always friendly is always there is doing his best is great is helpful is likeable is so nice is such a nice person is very friendly and comfortable is very nice likes his job looks after everything looks friendly Nathan is looking for them works 12 hours
9	**are a longstanding feature** do not change often gives first impression go on for ever has contact to guests is a longstanding feature is a long-standing feature is a longstanding future is here everytime is in guest contact is long term is staying is staying long time is the long standing keep their job forever keep their job long longstanding feature stay for years stay forever stay very long stays for years		change a lot charge a lot doorman have to stand a lot is a hard job is an important job is gone forever is having customer contact is most important is on his own is the hotels face is timeless is working 12 hours

Justifications

0
Roger Collis says: "Nathan, a doorman, I mean, <u>you are the front line of the hotel</u>, it seems to me. And <u>you are the first person who sees the guest arriving, and you are the last person, presumably, to see them go</u>." Working front of house, it is Nathan who therefore sees the guests arriving.

1
Roger Collis says: "<u>It's so important, isn't it, to make that right impression</u>. Because, <u>the impressions are made</u>, somebody said to me, a hotelier, years ago, <u>in the first 10 minutes</u>." In the first few moments with a client it is therefore crucial to make the right impression.

2
Nathan Champion says: "<u>I'm looking after the guests from the minute they arrive until the end of their stay</u>." From check-in to check-out, it is Nathan who therefore looks after the guests.

3
Nathan Champion says: "If I feel the, <u>the guest needs something a little bit special, whether it's a special occasion, I will make that happen for them</u>." If clients want anything unusual, Nathan therefore takes care of it.

4
Roger Collis says: "So in a way, you are something like a concierge, aren't you?" Nathan Champion says: "<u>Well, I work in the concierge department</u>. [...] Well, the concierge is a part of my duty as well." The name of the section Nathan is employed in is therefore the concierge department.

5
Roger Collis says: "How do you find their name, quickly?" Nathan Champion says: "<u>The reservations will obviously pass over to the reception the guests arriving for the day</u>, especially the VIPs. <u>I will have a list of these</u>." To help identify guests, the booking office will therefore pass over a list to Nathan.

6
Nathan Champion says: "This could be difficult if it's a guest for the first time. The first thing I always say to the guest is, 'Have you stayed at The Rubens before?' If the guest hasn't, <u>I will ask for the guest's name</u>, <u>escort the guest into the hotel, introduce them to reception, and introduce the guest</u>, using their correct title and name." Nathan therefore greets first-time clients and then he asks the guest's name.

7
Nathan Champion says: "<u>We can have guests come to us and ask for anything from a private jet</u> to take them abroad. <u>A guest might want 20 tickets for the theatre</u>. We're there to look after the guests a 100%." Wealthy clients may therefore expect Nathan to organise a private jet.

8
Nathan Champion says: "We have so many regular guests that keep on coming back a second time. And it's the small things that make the difference. For example, using the guest's name. […] Getting into conversation. I feel like a lot of these regular guests, <u>they are truly my friends. I look at them as friends. And that's how I treat them. And they like this. It makes them feel comfortable; it makes them feel at ease</u>." The clients therefore feel relaxed because Nathan treats them like friends.

9
Roger Collis says: "I mean one says that <u>the concierge is a, and sometimes head barman, they go on for ever, as it were, in a hotel, staying for years and years and years, whereas general managers can often come and go</u>. But the concierge for example is, a, is <u>usually a longstanding feature</u>." Therefore unlike management, front of house staff usually stay for years.