

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!**

