



ETIQUETTE? HUH? FACT SHEET

This Fact Sheet is intended to be a **friendly reminder** and to help you adding that **little extra** to your great work....

We greet all guests by addressing them directly and looking them in the eye - the fist bump can also be an appropriate option depending on the guest.

Your appearance is neat, the jacket closed, and the headgear suitably adjusted. The jacket is only worn during ski school bookings.

When entering restaurants, hotels and chalets we take off the headgear, the jacket stays on adjusted to the situation.

We organise the ordering of food and help sympathetically with the translation of the guests' wishes.

Our order is adapted to the circumstances. We orientate ourselves to the order of the guests so that there are no unpleasant waiting times.

We cannot assume that the guests will pay for the food. If they do pay for it, we thank them with a big smile.

During working hours, the mobile phone is a working device, not an entertainment device. Before we make a phone call in front of the guest, we ask for a moment's understanding.

We use appropriate colloquial language. We do not swear.

In restaurants, we hold the door open for the guests, but enter the dining room first to competently and efficiently ask the stressed restaurant staff for the reserved table.

We are motivated to remember the names of the guests and to greet and say goodbye to them by name.

Our cars are clean. The guest shall choose the radio station or music style.

The privacy of the guests is to be respected consistently. We do not publish any pictures or names on social media or elsewhere.

You cannot assume to get tips. We are happy to receive them and thank the guests sincerely.

We do not talk among ourselves about the guests and think they do not understand us.

We help each other with any work that needs to be done on the ski school site and act as one big family.

We are looking forward to a great season with you and thank you in advance for your great work!