

ÄMÄN

Our Service Ritual and Brand Promises

2022





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Introduction

The Spirit of Aman

Aman's aim has always been to create an experience that goes above and beyond. Staying at an Aman is akin to being a guest at the incredible private home of a close friend – a sanctuary where we embrace our pathfinder spirit and feel an uncomplicated sense of belonging.

Creating those environments takes time, unflagging commitment and the most rigorous attention to detail practised in the world of hospitality and luxury lifestyle. That is not something that can be achieved simply or by taking shortcuts; it requires everyone who works with Aman to be boundlessly imaginative, obsessive about the small things, and passionately in love with the work that they do.

The combination of our heartfelt attention to detail, our focus on adapting and enhancing beyond expectation and our pursuit of quality at any cost represents the 'Spirit of Aman'. That spirit is the common thread that runs through all our hotels and resorts, that drives our staff, and that turns a one-time visitor into a forever loyal 'Aman Junkie' - not simply a returning guest, but someone who carries the Spirit of Aman with them as they travel back to the 'real' world.

The 'Spirit of Aman' is based on two key concepts describing what sets us apart:



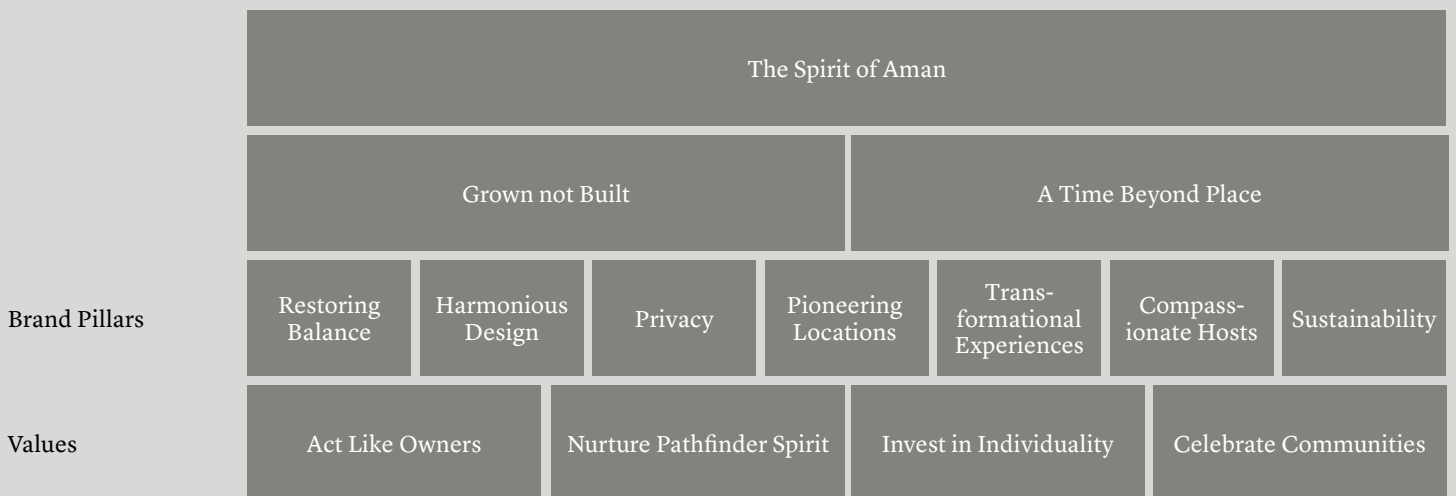
Grown not built

This concept represents Aman’s effortlessly warm and open connection to local culture and its authentic relationships with the local communities. Examples are local arrival and departure rituals such as a blessing ceremony, daily turndown gifts created by local artists, and the local interpretation of our Brand Promises connecting our guests to the spirit of a place.

A time beyond place

The second concept represents the emotional side of our brand; a guiding light propelling us forward through personal perspectives and compelling storytelling. The creation of magical experiences such as Aman’s Magic Service is seamless as guests don’t see the strings. By attentively listening and observing guest cues and exceptional service personalization, our Amansantis create small, unexpected surprise touches throughout the guest’s stay leaving them in a state of wonder.

From these two philosophies, Aman has created seven distinct brand pillars which are linked to our four values:



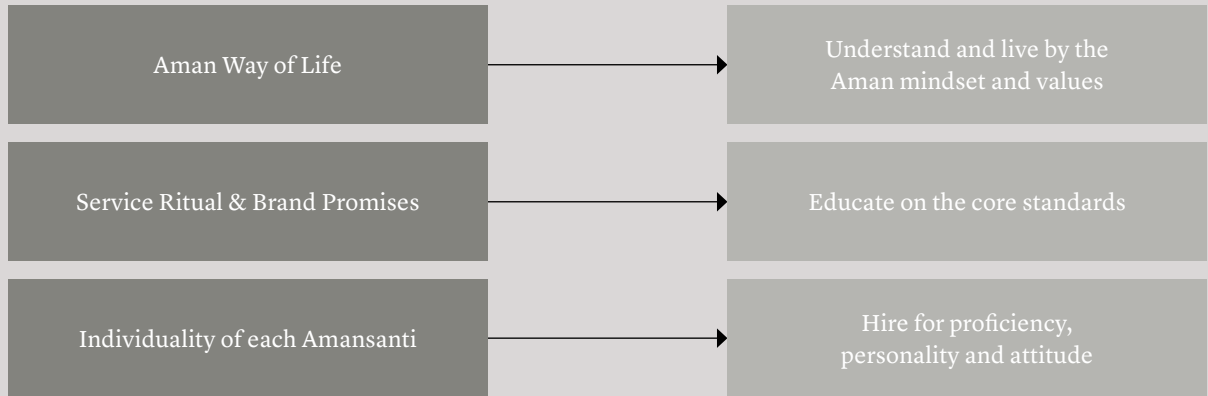
Amansantis and the Aman Way of Life

Our employees, fondly referred to as 'Amansantis', are the embodiment of the Spirit of Aman and are reflected in Aman's brand pillar 'Compassionate Hosts'.

Our Amansantis live by the 'Aman way of life' – a mindset shared by our guests which creates a lifelong sense of belonging driven by our values of:

- Investing in individuality – fostering an environment where each person can push boundaries, take risks and challenge norms.
- Nurturing pathfinder spirit – exploring experiences, opportunities and locations which transform into new exciting ventures.
- Acting like owners – taking the charge, leading by example and an immense sense of pride in their work.
- Celebrating communities – ensuring that every member of our community is cared for and nurtured in a compassionate, respectful and collaborative manner.

Becoming an Amansanti is a combination of hiring employees for their proficiency, attitude and personality, educating them on our service ritual and brand promises so they can live by the 'Aman way of life'.



Sevā – Aman's Service Ritual



Aman's service ritual is inspired by the traditional practices of omotenashi in Japan and titled Sevā (सेवा), meaning selfless service in Sanskrit. Sevā is our interpretation of warm personalized hospitality and means to serve wholeheartedly. Aman's service ritual has not changed since the brand's inception in 1988; it is the common thread that runs through all of our hotels, resorts and residences, ensuring unparalleled personalised service and transformational guest experiences. As the service ritual is provided by our Amansantis, Sevā is part of our brand pillar 'Compassionate Hosts'.

Sevā is a holistic ritual, a solemn ceremony of behaviors that are not department specific. The ritual consists of a series of six steps that are applicable to each guest interaction as well as to the guest stay as a whole:

- A Arrival
- B Being in the Present Moment
- C Care & Customisation
- D Deportment & Demeanour
- E Excellence in Execution
- F Farewell

Arrival

The arrival process at an Aman is of great importance. As the first opportunity to meet the guest in person, it sets the tone for the rest of their stay. Arriving at an Aman hotel, resort or residence should be a warm heartfelt occasion, as if being welcomed into someone's private home. Arrival also stands for the beginning of each guest encounter.

- We warmly greet our guests creating a deeply personal connection that has an air of ease and calmness
- We genuinely smile, transmitting the heartfelt joy to meet and interact with each individual guest
- We use the local greeting to connect the guest to the spirit of the place
- We use our guest's name naturally as a signal of recognition, emphasising we are welcoming them into our own home

Being in the Present Moment

With every guest encounter, our purpose goes beyond performing a mere task or duty. It is not transactional but purposeful. It is about being present in the moment, be focused on the guest and using each interaction as an opportunity to create a personal connection. While we are interacting with a guest, they are our only priority and our sole purpose.

- We are fully attentive and keep the focus on our guest
- We keep eye contact and use body language signaling presence and attention
- We ask guiding questions to understand the guest's needs
- We let the guest know and feel we are always available
- We show empathy and consideration for the guest

Care & Customisation

Each guest interaction is unique and customised; no guest is the same, hence no service delivery is the same. At Aman, you do not see the strings. We can achieve this because Aman is a great listener and observer enabling us to create unexpected surprise touches throughout the guest stay, leaving our guests with a sense of wonder. To create the Aman experience, we listen to the needs, tastes, habits and moods of every guest, and we take sincere and personal action to make Aman what they need it to be.

- We show sincere care and concern for our guest, we wholeheartedly look after our guest
- We are not robotically following standards
- We use the guest's name naturally throughout each interaction
- We read the guest and adapt to their individual needs
- Any relevant guest preferences are effectively communicated between shifts and departments and captured in the guest profile to personalise future stays
- We create special moments and transformational experiences by actively listening and observing guest cues to curate unexpected surprise touches



Department & Demeanour

Aman's service is natural, authentic and genuine. There is a generosity and thoughtfulness about Aman's service based on a selfless and gentle delicacy of spirit and mannerism inspired by traditional Asian hospitality practices.

- We keep eye contact signaling presence and attention
- We readily smile expressing genuine excitement to be with the guest
- We maintain a calm tone of voice and appropriate pace throughout each interaction
- We use gracious and elegant body language that has an air of ease and calmness
- We are discreet and unintrusive while remaining attentive
- We wear professional, clean and well-fitted uniforms
- We are extremely well-groomed

Excellence in Execution

Aman's service is knowing. Because of Aman's knowledge of its guests and its ability to understand them, Aman ensures that a guest's desire is delivered before they have realised the need themselves. With the combination of heartfelt attention to detail and pursuit of quality at any cost, we aim to consistently exceed expectations.

- We think a step ahead, intuitively anticipate any guest needs and offer them in advance
- We are proficient and knowledgeable about all requirements of our department
- We are a master at our own craft
- We can capably answer questions about the entire hotel and residences or obtain effective and prompt assistance
- Each service is delivered efficiently and without excessive delays or interruptions
- We do not decline any request without offering appropriate alternatives
- Any relevant guest information or requests are consistently and timely communicated across shifts and departments, ensuring they are followed up

Farewell

A warm and sincere farewell concludes each guest stay, extending the Aman experience beyond the departure from the hotel or residences as each guest carries the Spirit of Aman with them as they travel back to the 'real' world.

Following our credo 'arrive as a guest, depart as a friend', each farewell should feel like a genuine goodbye; as if leaving someone's private home. It should leave the guest with the feeling of wanting to return to their new-found home and friends. The farewell also stands for the end of each guest interaction.

- We bid farewell to each guest with a warm smile, transmitting feelings of joy to have met them
- We thank our guest for allowing us to be of service and that we look forward to being of future service again. We extend the invitation to return to their new-found home
- We close each interaction with a polite, appropriate remark personalising the interaction
- We use the local gesture and farewell greeting
- We naturally use the guest's name

The Brand Promises

While Sevā describes the overall service ritual, the Brand Promises carry the service ritual through departments and properties and cover any touch points throughout the guest journey, from reservation to departure. They describe in detail how the Aman service is brought to life in daily operations, providing a framework of our service promises, ensuring a consistent guest experience. Referring to the concept ‘grown, not built’ hotels can localize the Brand Promises to their local culture and traditions.



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Reservations

- 1 Phone calls should be answered within three rings. Our tone of voice is calm and clear using the local greeting and the appropriate greeting of the day
- 2 We smile and show genuine excitement to have received the call
- 3 We politely ask for the guest's full name and phone number and if they have visited Aman before
- 4 We always ask our guest for permission before placing the call on hold
- 5 We don't place a phone call longer than 30 seconds on hold without offering call-back. If time is needed to gather information, we offer a call-back and prepare any questions
- 6 If we need to transfer a call, we ensure the recipient is briefed on our conversation with the guest. If we are the one being transferred to, we acknowledge to the guest that we are aware of the conversation
- 7 We engage in a genuine conversation in case there might be a delay in obtaining information from the system
- 8 We do not decline any requests without offering appropriate alternatives
- 9 We perform the requirements of our department knowledgeably and proficiently. We can capably answer questions about the hotel, residences and facilities or alternatively obtain effective and prompt assistance
- 10 We offer the available room types and rates, emphasising the superior elements of higher room categories

- 11 We can clearly describe rates and inclusions. Rates are communicated in both local currency as well as the currency that is familiar to our guest including the remark that the rates may change.
- 12 We mention exclusive offers and their availability period
- 13 We can readily describe the various physical elements in the guest room
- 14 We can describe the facilities and services with clarity, customising the provided information to the guest
- 15 We can effectively provide directions and/or transportation options and their associated costs
- 16 We proactively offer additional services, such as transportation, activities, dinner or spa reservations
- 17 We inform our guests about our Kriya strategy and initiatives available to them such as donating to local charities, community service opportunities, etc. We check if the guest wishes to participate in the Aman Linen Programme and check for their preference of frequency of linen change
- 18 For repeat guests, we let them know that we recognise their previous visit(s) and reconfirm any preferences
- 19 We clearly explain deposit and cancellation policies and any applying penalty charges
- 20 We offer to place a booking on hold. We also offer to send further details such as images of the property and rooms via email

- 21 At the end of the call, we repeat the details of the booking for confirmation and provide a confirmation number if applicable
- 22 We ask for preferred method of communication (email or phone call). For calls we ask for the best time to call
- 23 We thank our guest with enthusiasm for the booking and close the conversation with a polite and personalised remark referring to a specific detail mentioned during the conversation
- 24 We wear a headset and avoid breathing into the microphone
- 25 The call is handled without excessive delays or interruptions
- 26 After the call, our guest is fully prepared for their stay, and looks forward to their visit with positive anticipation
- 27 After the call, all elements of the booking are accurately entered into the reservation system. Any relevant guest preferences are captured in the guest profile to personalise future stays
- 28 Any relevant information or specific requests are communicated and reconfirmed across departments
- 29 Guest data privacy rules and regulations are fully adhered to
- 30 All inquiries need to be responded to within 24 hours of receipt or less depending on the applying service level tier; if we have committed to a specific response time, we ensure this is honoured. If some information is not available within the promised timeframe, we make the guest aware and ask for more time
- 31 For calls, confirmation email is sent within 24 hours after the call including all booking details and a personalised



Arrival at the Airport

Airport Arrival

- 1 If airport VIP service is utilised: Guest names, flight details and arrival time are communicated timely and accurately. The appearance and hospitality skills of the airport representative are professional and courteous
- 2 If airport VIP service is utilised: Airport representative is waiting punctually at the arrival gate with the hotel sign. The sign is in pristine condition

If airport VIP service is not utilised: Driver is waiting punctually in the arrival area with the hotel sign. The sign is in pristine condition
- 3 The guest is warmly greeted with their name and the local greeting
- 4 Luggage assistance is offered immediately
- 5 If our guest has to wait for the vehicle to arrive: Guest is guided to a comfortable waiting area and informed about the approximate waiting time
- 6 Once vehicle has arrived, our guest is escorted to the vehicle
- 7 If airport VIP service is utilised: Airport representative introduces the driver by name to the guest. Any relevant information is passed to the driver
- 8 Driver greets our guest warmly using the guest's name and the local greeting and introducing himself/herself
- 9 Luggage count is verified with the guest before luggage is placed into the trunk

- 10 Driver opens vehicle door, one hand resting on the door frame. Once our guest sits comfortably, the seatbelt is passed to the guest
- 11 If airport VIP service is utilised: Airport representative bids farewell, maintains an alert posture and waits until the vehicle is out of sight

In-Vehicle Service & Facilities

- 12 If transportation service is utilised: Guest names and arrival time are communicated timely and accurately. The appearance and hospitality skills of the driver are professional and courteous
- 13 Cold/hot towel is presented on a tray and recollected after use
- 14 Should the driver not speak a language known by our guest, a pre-recorded welcome audio is played (preferably in the native language of the guest, otherwise in English) (optional)
- 15 Aman brand video is playing on built-in screens with sound on low volume (if applicable). If turned off by guest, in-car music is offered. Hotel to create different playlists or offer music menu
- 16 Our guest is informed about the expected duration of the drive
- 17 Car temperature is checked for comfort and temperature control panel is explained (if applicable)
- 18 In-car facilities are offered:
 - Wi-Fi
 - Charging cables for most common mobile phone brands
 - Bottled water or local drinks

- iPad or printed folder showcasing the hotel and residences, activities, spa and restaurant menus, Aman residential program, Essentials by Aman, digital newspaper (e.g., Pressreader). Information is complete and up to date. If printed, paper is in pristine condition
 - Hand sanitiser or antibacterial wipes
- 19 Guest privacy is respected unless our guest seeks the conversation. Should our guest start talking to the driver, conversation is pleasant and polite, with appropriate tone and pace and pointing out noteworthy points of interest on the journey
- 20 If driver is employed by the hotel/residences: Any services that our guest may need during the journey or to be arranged prior to arrival are proactively offered and communicated to the hotel or residences
- 21 Driver is not using his/her phone during the drive unless for necessary communication with the hotel. Volume and choice of ring tone is appropriate
- 22 10 min prior to arrival, hotel/residences is discreetly informed about arrival. Driver informs our guest that they are approaching the hotel or residences
- 23 Once arrived, driver thanks our guest and bids farewell with a polite, appropriate remark. Driver leaves the vehicle and stands next to the car
- 24 If driver is employed by the hotel/residences:
- Any relevant guest information or requests are consistently and timely communicated across departments
 - Any relevant guest preferences are captured in the guest profile to personalise future stays



Valet & Bell

Valet

- 1 If a hat is part of the uniform, we graciously take it off
- 2 We guide the arriving vehicle with open hand gestures to the centre of the entrance / porte cochere
- 3 Once the vehicle comes to a stop, we gracefully open the door(s)
- 4 If applicable: Guest receives a receipt for valet service and is informed about valet rates and procedure
- 5 The vehicle is inspected, and any pre-existing damages are recorded and discreetly informed to our guest
- 6 Settings in the vehicle such as seat position, radio station, volume, mirrors are respected
- 7 The vehicle windows are closed, for convertibles, the top is closed
- 8 The vehicle is driven with utmost caution, obeying traffic laws and speed limits
- 9 The vehicle parking area is safe and secure
- 10 The vehicle interior is tidied up and dusted, floor mats are vacuumed, and any garbage is disposed
For resorts: Vehicles are washed and dried
- 11 Any relevant guest information or requests are consistently and timely communicated across departments
- 12 Any relevant guest preferences are captured in the guest profile to personalise future stays

Bell

- 13 Luggage assistance at arrival is immediate, secure and seamless. If guests stay in different rooms, we ask them to identify their luggage. We offer our assistance for any coats or hand luggage
- 14 If luggage is noticeably damaged or needs to be fixed, bellman to report to FOM or supervisor
- 15 Luggage is disinfected and exterior is wiped, including handles, wheels, locks prior to placing in the room
- 16 Airline luggage tags are removed from luggage
- 17 Luggage is brought immediately to the room(s) and placed on luggage consoles, suitcase handle pointing forward. Laptop bags are placed on work desk (if available). Coats are neatly hung. Should there be not enough space on the luggage console, luggage rack is placed during next Magic or Turndown Service
- 18 In case of lost luggage: Lost Luggage Emergency Kit is available, including toiletries, inner garments and basic clothing in various sizes. Alternatively clothing for Thai massage from Spa can be offered. Any amenities should be sustainable, i.e. not plastic
- 19 Unpacking service is offered to VIPs, Amanjunkies and long staying guests

Arrival at the Hotel/Residences

Welcome

- 1 The details and sequence of the welcome ceremony as outlined below may be localised as each hotel, resort or residences has their unique traditions. Local traditions such as a blessing should be included. It must include at the minimum the Aman family welcome, cold/hot towels, welcome refreshment, and the resort orientation
- 2 The vehicle is awaited by the GM and/or RM/HM, valet/bell (if applicable) and the colleague responsible for the check in. For VIP or Amanjunkies, a larger welcome committee is present
- 3 We welcome our guests with genuine excitement and a ready smile
- 4 We greet the guest using their name and the local greeting. For return guests, an appropriate remark is made
- 5 The arrival of our guest is communicated across departments
- 6 Cold/hot towel is presented on a tray and recollected after use (if not offered in transportation upon arrival)
- 7 We close the welcome with a polite, appropriate remark and introduce our guest to the colleague who will do the check in
- 8 Any relevant guest information or requests are consistently and timely communicated across departments
- 9 Any relevant guest preferences are captured in the guest profile to personalise future stays

Resort/Room Orientation & Check In

- 10 Prior to our guest's arrival, guest preferences and special requests have been reviewed and shared with respective departments
- 11 We greet the guest using their name and the local greeting. For return guests, an appropriate remark is made
- 12 We offer our guest to use the washroom and escort them to the washroom entrance (if applicable)
- 13 A non-alcoholic welcome refreshment with a sense of place is offered
- 14 Orientation of the hotel, resort or residences is offered. Orientation is discreet and helpful, consisting of only relevant and important facts that do not overwhelm the guest
- 15 Our guest is escorted to the reception area or to the guest room (whatever is applicable) for check in
- 16 If guest room is not ready: we make thoughtful suggestions to ensure our guest's comfort while they wait. Guest is offered to have lunch or to use hotel facilities while waiting
- 17 We remove our shoes and place them neatly before entering (if part of local culture)
- 18 We open the door the guest room and let our guest enter first
- 19 Upon entering, we welcome the guests with a warm and friendly greeting "Welcome home"
- 20 Room orientation is efficient, helpful and appropriate, including only facilities or services that might otherwise be overlooked or are unique

- 21 Check-in process should be paperless where possible, using a touch pad with electronic form(s)
- 22 If a touch pad is used for check-in or for room controls: We use a pen rather than touching the panel with our finger while explaining its features
- 23 Special requests or bookings made prior to arrival are confirmed during check in
- 24 All details of the reservation are accurate; contact details, dietary restrictions, housekeeping preferences and departure date and details are confirmed during check in
- 25 The Aman Linen Programme is explained, preferences of frequency of changing linen are (re)confirmed. If used, in-room artefact is pointed out
- 26 For registration in the room: Passports are scanned in room using a passport scanner (if applicable). Otherwise, passports and credit card are returned immediately.
- 27 Before leaving the room, we offer our assistance with any specific requests showing genuine interest and care
- 28 We close the interaction with a polite, appropriate remark personalising the interaction
- 29 Check in is conducted without excessive delays or interruption
- 30 Any relevant guest information or requests are communicated across shifts and departments
- 31 Any relevant guest preferences are captured in the guest profile to personalise future stays



Departure

Luggage Pick Up

- 1 Bellman arrives to the room within ten minutes of departure assistance request; or within five minutes of pre-arranged luggage pick-up time
- 2 We greet the guest using their name, introduce ourselves and ask for permission to enter the room
- 3 We remove our shoes and place them neatly before entering (if part of local culture)
- 4 We offer to check the room that no items are left behind. We remind our guest to check that the safe has been emptied
- 5 We take all luggage items and ask if we can assist with coats or anything else
- 6 We let the guests know where the luggage will be placed and leave the room with an appropriate greeting
- 7 Luggage and guest belongings are handled with extreme care
- 8 Luggage and guest belongings are placed in the vehicle, luggage tags are attached

Check Out

- 9 A preliminary copy of the folio has been shared with our guest during Turndown Service the night before their departure date. The folio includes a letter stating their departure details including the time where our guest will be pick up in their room for check out (for resorts)
- 10 For resorts: buggy pick up arrives within ten minutes upon request; or within five minutes of pre-arranged time
- 11 Check out process should be paperless where possible, using a touch pad with electronic folio
- 12 Once our guests arrive at the check out area, their final folio is ready and accurate
- 13 We politely request that the guest reviews the final folio prior to processing
- 14 If applicable, posting/charge errors called to our attention are quickly and discreetly rectified with words of apology
- 15 If a printed folio is provided, a folder or envelope is offered
- 16 If an emailed folio is requested, it is delivered within one hour
- 17 The check out is handled efficiently and seamlessly without excessive delays or interruptions
- 18 We thank our guest using their name and close the interaction with a polite and appropriate remark
- 19 We escort our guest to the entrance and the vehicle (if applicable)

Farewell

- 20 Our guest is awaited at the porte cochere by the GM and/or RM/HM and further employees, if available. For VIP or Amanjunkies, a larger farewell committee is present
- 21 Local traditions such as a farewell blessing should be included as each hotel, resort or residences has their unique traditions
- 22 We hand the local departure gift to our guest (if not already provided during Turndown Service of the last night)
- 23 We verify with our guest the luggage count before the trunk is closed
- 24 We open the vehicle door, one hand resting on the door frame. Once our guest sits comfortably, the seatbelt is passed to the guest
- 25 We thank our guest for allowing us to be of service and that we look forward to being of future service again. We extend the invitation to return to their Aman home
- 26 We bid a heartfelt farewell and make a farewell gesture (bowing/waving) until the vehicle has left and is out of sight

Departure by own Transportation

- 27 The vehicle is parked at the porte cochere ten minutes prior to scheduled departure time. Vehicle is ready at the entrance five minutes before our guest arrives at the entrance
- 28 The vehicle interior is tidy and dusted, floor mats are vacuumed, any garbage has been disposed of

For resorts: Vehicles are washed and dried
- 29 Water bottles are placed in the car, number of bottles match the number of guests
- 30 Car keys are handed on a tray to our guest

Departure by arranged Transportation

- 31 If airport VIP service is utilised: Guest names and flight details are communicated timely and accurately
- 32 The vehicle is waiting at the porte cochere ten minutes prior to scheduled departure time. Vehicle is ready at the entrance five minutes before our guest arrives at the entrance
- 33 The appearance and hospitality skills of the driver (and the airport representative, if applicable) are professional and courteous
- 34 We introduce the driver to our guest and confirm the approximate duration and destination of the drive
- 35 Car temperature is checked for comfort and temperature control panel is explained (if applicable)

- 36 In-car facilities are introduced including how to connect to Wi-Fi
- 37 In-car facilities include:
- Wi-Fi
 - Bottled water or local drinks
 - Hand sanitiser or antibacterial wipes
 - Charging cables for most common mobile phone brands
 - If car has a screen, an Aman brand video is playing with sound on low volume. If turned off by guest, in-car music is offered. Hotel to create different playlists
 - iPad digital newspaper (e.g., Pressreader), if applicable
- 38 Guest privacy is respected unless our guest seeks the conversation. Should our guest talk to the driver, conversation is pleasant and polite, with appropriate tone and pace
- 39 Ten minutes prior to arrival, driver informs our guest that they are approaching the destination. Driver informs airport representative discreetly about approaching arrival (if applicable)
- 40 If airport VIP service is utilised: Once arrived, driver introduces the airport representative by name to the guest. Airport representative assists with luggage and escorts the guest to the departure hall
- 41 Driver warmly thanks guest and bids farewell with a polite, appropriate remark



Guest Service, Concierge and PBX

Phone Calls

- 1 Phone calls should be answered within three rings. Our tone of voice is calm and clear using the local greeting and the appropriate greeting of the day. We show genuine excitement to have received the call
- 2 We always ask our guest for permission before placing the call on hold
- 3 We don't place a phone call longer than 30 seconds on hold without offering call-back

General (for Calls and Visits)

- 4 We readily smile and use the guest's name throughout the conversation
- 5 We ask our guest how much time they have and adapt our pace accordingly
- 6 We do not decline any requests without offering appropriate alternatives
- 7 We ask guiding questions to ascertain the guest's preferences and interests to customise our recommendations
- 8 We show exceptional local expertise about all hotel and residences facilities and services, shopping, entertainment and/or business venues and are able to curate personalised itineraries
- 9 We can provide appropriate restaurant recommendations and describe the atmosphere and cuisine
- 10 When we are asked about a particular shop or pharmacy, we politely ask for the item the guest is looking for and offer to call the establishment to check if the item is available

- 11 We can effectively provide directions and transportation options
- 12 We can provide brochures, maps, publications, or local restaurant menus to help our guest make decisions (printed or if available, on a digital device)
- 13 All provided printed collateral is professionally presented in an envelope. If possible, collateral is sent electronically to guest's email or can be downloaded via app on the guest's mobile
- 14 We can provide a variety of basic business requests, such as photocopying, scanning or printing
- 15 If our guest has a complaint, we sincerely apologise and take immediate action to resolve the complaint and reassure our guest. The proposed resolution fully and accurately meets our guest's needs
- 16 At the end of the interaction, we repeat any relevant details, e.g., of a reservation
- 17 We thank our guest with enthusiasm and close the conversation with a polite and personalised remark and link the greetings with the purpose of the call/visit
- 18 The call/visit is handled without excessive delays or interruptions and fully and accurately meets our guest's needs
- 19 Any correspondence sent to guest email/guest room is accurate and grammatically correct
- 20 Any relevant guest information or requests are communicated across shifts and departments; follow up or call-backs are timely and accurate
- 21 Any relevant guest preferences are captured in the guest profile to personalize future stays

Guest Experiences & Activities

- 1 Aman's guest experiences give guests access to unusual areas and shed insights that only locals can impart
- 2 The experiences pay respect to each destination's unique settings and allow immersion into the unique local cultures and traditions
- 3 Experiences and activities should offer varied options to satisfy a spectrum of tastes
- 4 Whenever possible, experiences and activities should be private and exclusive for our guests
- 5 We ensure the safety of our guests is fully guaranteed throughout all activities
- 6 We ask our guest to sign a waiver prior to the activity (if applicable)
- 7 If any equipment is used, the equipment is clean, in excellent condition and fully functional
- 8 We take care of all aspects of the experience including transportation to/from the hotel, meals and beverages, etc.
- 9 We clearly explain cancellation policies and any applying penalty charges
- 10 If third parties are utilised: We ensure those companies meet our standards of privacy, safety and exclusivity.

The appearance and hospitality skills of the guides are professional and courteous



Guest Suite

The guest suites are spaces of relaxation and restoration, with the curation of the rooms always being guided by this in mind. Each detail points back to our brand purpose — to create sanctuaries which go beyond commonplace notions of luxury. Simple, uncluttered, spacious, beautiful, peaceful.

- 1 Upon arrival, the room has an extremely fresh and comfortable atmosphere
- 2 All guest room areas and any outdoor spaces are exceptionally clean and well maintained
- 3 A hand-written welcome card by GM or RM with the guest's name(s) and a localised welcome gift/amenity matching the number of guests are placed on the day of arrival
- 4 Upon arrival, TV is set to the dedicated Aman welcome channel with music softly playing (if applicable)
- 5 If applicable, the requested newspaper is accurately delivered and presented in a thoughtful manner. If available, promote digital newspapers (e.g., Pressreader)
- 6 The guest suite should be uncluttered and clear of any garish marketing materials. All marketing elements should be contained neatly within folders or boxes that complement the interior design, and where possible, showcase local craftsmanship and techniques
- 7 If marketing materials are used (i.e. stationary, postcards, envelopes, notepad paper and pens), they are of a high quality and minimal layout and use of imagery

- 8 The Aman 'Places of Peace' book is displayed and positioned centrally on a table or desk within the main area of the room. The book is in pristine condition
- 9 Finishing touches to the interior design such as locally sourced art, ceramics and local simple floral displays are encouraged
- 10 In-room amenities are ceramic and complimentary to the interior design, keeping a consistent feeling running through the architecture of the room to the objects placed within it
- 11 If guests are traveling with children: kids/baby amenities to be placed in the room upon arrival (kids shampoo and shower gel, baby bath, diapers, etc)
- 12 If guests are traveling with a dog (if permitted by hotel's pet policy): dog amenities to be placed in the room upon arrival such as water and food bowls, bed, toys, etc
- 13 Local fresh flowers or indigenous live plants are provided and in good condition
- 14 The lighting in the bedroom is comfortable to complete daily tasks such as reading, dressing, dining, etc. Additional lamps are available upon request
- 15 Technology and TVs should be seamlessly integrated into the room, remaining unobtrusive and well-blended
- 16 The A/C of the room is set at the right temperature to create a comfortable atmosphere. As per the US Environmental Protection Agency, temperature should be 20°C (72°F) in the winter and 25°C (78°F) in summer

- 17 The bed is presented in a uniform and clean appearance with no loose details
- 18 Bed linen is typically white and unpatterned with simple runners and ends tucked in
- 19 Runners should respond to the interior design and where possible be made from locally sourced materials
- 20 Pillow menu is visibly placed, if available (in digital form where applicable)
- 21 The guest room provides convenient black-out functionality promoting good sleep
- 22 Clocks display the accurate time of day and prior alarms are cleared
- 23 There are at least ten hangers in each of the closets for any types of garments
- 24 Laundry hamper/bag is available, laundry slip and shoe polish service card are in pristine condition
- 25 The amenity box is well stocked with items of high quality, reflecting the location (i.e., sustainable sunscreen, insect repellent, torch, branded match sticks, shoe polish kit, etc)
- 26 Complimentary hats (if applicable) matching the number of guests and a resort-branded bag are available for the guest's use
- 27 Bathroom vanities should be kept clear of unnecessary plastic pieces and general clutter, and instead present a minimal and refined space; utilising local materials where appropriate and accented with a small gift, such as a bathing ritual card and associated spa product

- 28 A variety of bathroom amenities is provided and each is exceptionally luxurious. Ceramic dispensers and containers should be used, plastic amenities should be avoided wherever possible
- 29 Placement of bathroom amenities and towels is thoughtful and elegant
- 30 Bath robes matching the numbers of guests and ample towels are provided and of high quality, clean and in excellent condition
- 31 Slippers match the number of guests and are of high quality, clean and non-slippery. Different sizes are available upon request
- 32 Strong water pressure and no vacillating water temperatures in showers and washbasins
- 33 The lighting in the bathroom is sufficient for all intended tasks such as grooming and makeup application
- 34 The minibar is stocked with a variety of high-quality snacks and beverages including some local products
- 35 Simple fresh fruit plates and cutlery with simple white napkins are available and restocked daily. Use of local/seasonal fruits if possible
- 36 Coffee machine and/or tea kettle with complimentary coffee capsules and/or tea is provided and restocked daily
- 37 Complimentary water bottles are provided generously and are restocked daily

Housekeeping – Morning Service

Entering the Guest Room

- 1 Morning service is done in a timely, seamless and discreet manner; guest should not be encountered in the room
- 2 Once housekeeping has been informed that guest has left the room, we ring the bell door or knock twice and wait for response. If no response, we announce ourselves loudly and distinctively before we carefully open the door
- 3 We remove our shoes and place them neatly before entering (if part of local culture)
- 4 Guest shoes and slippers outside the room are neatly arranged
- 5 If guest is encountered during the service, we warmly greet, introduce ourselves and politely offer to return later
- 6 If service is declined, we offer replenishment of essential items such as fresh towels, water or amenities

Bedroom & Bathroom

- 7 The room has an extremely fresh, comfortable atmosphere when the guest returns
- 8 All floors are thoroughly vacuumed and/or mopped
- 9 All dust and debris are thoroughly removed from all surfaces
- 10 Wastebaskets and ashtrays are emptied and cleaned. If two separate wastebaskets are provided, ensure that trash and recyclables are kept separated

- 11 Any rooms settings applied by guest are respected and not modified, i.e. room temperature, A/C settings, alarm clock
- 12 Bed linen is changed daily (unless requested otherwise as part of the Aman Linen Programme), the bed is tightly remade and has a uniform and clean appearance with no loose details
- 13 Guest bedding preferences are respected, i.e., if guest pulls out bottom part of duvet to sleep, duvet is not tucked in but folded neatly
- 14 Furniture throughout the room is neatly straightened; closets and cupboard doors are closed
- 15 Bathroom vanities and fixtures are thoroughly cleaned
- 16 Used towels are replaced, unless requested otherwise as part of the Aman Linen Programme
- 17 Personal guest toiletries and cosmetics are wiped and neatly arranged
- 18 Specific cloth underliner (no face towels) is used for toiletries on vanity or counter surfaces
- 19 Small appliances (i.e. hairdryer) have their cords neatly coiled and are tidily arranged. Once used by the guest, hairdryer is not placed back in the bag
- 20 Bathroom amenity containers (lotion, shampoo etc) are replenished, for wrapped/packaged items (i.e., soap, cotton pads) a fresh product is added next to used/opened item
- 21 End sheets of toilet paper tissue are neatly folded

In-Room Dining, Minibar and F&B Amenities

- 22 In-room dining service ware or trays are removed and not left outside the guest room
- 23 If provided, complimentary water, fruits/snacks, tea/coffee are freshened and/or replaced. For opened water bottles, an additional bottle is added next to opened bottle
- 24 If used, glassware, silver or china in the room is thoroughly cleaned
- 25 Items consumed from the minibar are replaced during the day
- 26 When restocking the minibar or tea/coffee amenities, the items are personalised based on guest consumption
- 27 Labels in the minibar are forward facing, items are neatly arranged
- 28 If ice had been provided in the ice bucket, ice bucket is drained and cleaned

Collateral & Guest Belongings

- 29 Hotel collateral, magazines and newspaper are neatly compiled and arranged
- 30 If a book is left open, place a bookmark, close it and place it neatly near the original place
- 31 Depleted complimentary room amenities are replenished, such as notepads, pens and laundry kit
- 32 Clothing left around the room is neatly folded or draped and left within immediate guest view

- 33 Shoes left out in the room are paired and neatly placed near where the guest had left them, out of high traffic areas
- 34 Personal guest belongings, other than clothing or toiletries, are not substantially disturbed but arranged neatly
- 35 Small appliances (i.e. phone chargers) have their cords neatly coiled and are tidily arranged (with hotel/resort cable ties if applicable)
- 36 Burned out light bulbs or other malfunctioning equipment is replaced/repaired

After Leaving the Guest Room

- 37 Any relevant guest information or requests are communicated across shifts and departments
- 38 Any relevant guest preferences are captured in the guest profile to personalise future stays

Housekeeping – Magic Service & Turndown Service

Magic Service

- 1 Magic Service is provided additional to Morning and Turndown Service every time the guest has left the room
- 2 Magic Service consists of small but notable touch ups in the room
- 3 Magic Service is done in a timely, seamless and discreet manner; guest should not be encountered in the room
- 4 The room is tidied, with significant debris removed from floors and surfaces; the bed is tightened, wastebaskets and ashtrays are emptied; guest belongings, clothing, collateral and reading material are neatly arranged
- 5 Bathroom vanities and fixtures are cleaned; bathroom amenities are replenished
- 6 Used towels are replaced, unless requested otherwise as part of the Aman Linen Programme
- 7 Any relevant guest information or requests are communicated across shifts and departments
- 8 Any relevant guest preferences are captured in the guest profile to personalise future stays

Turndown Service

- 9 Turndown Service is the last housekeeping service of the day, usually when the guest is enjoying dinner
- 10 Turndown Service prepares the room for the night to create an invitation to a relaxing evening
- 11 Turndown Service is done in a timely, seamless and discreet manner; guest should not be encountered in the room
- 12 Special Turndown Service (e.g. honeymoon, anniversary, birthday) is arranged if applicable
- 13 Special Turndown Service is arranged for Amanjunkies and long staying guests on the last night of their stay
- 14 The room is tidied, with significant debris removed from floors and surfaces; wastebaskets and ashtrays are emptied; guest belongings, clothing, collateral and reading material are neatly arranged
- 15 Bathroom vanities and fixtures are cleaned; bathroom amenities are replenished or plentifully supplied
- 16 Used towels are replaced, unless requested otherwise as part of the Aman Linen Programme
- 17 Room is partially lit or lights are dimmed, bedside lamp is lit
- 18 TV is switched off
- 19 Bed is neatly prepared; runners are folded and stored away, pillows are placed flat, duvet is opened and folded in triangle shape. For single guest take note on which bedside guest is sleeping and prepare bed accordingly

- 20 Turndown gift relating to local culture is placed daily on the bed including a note explaining the background/story of the gift. Different turndown gift every night, should increase in value based on length of stay.

If applicable: Turndown food amenities/confectionary are placed on the table
- 21 Water bottle, glass and TV control/iPad device are placed conveniently next to the bed
- 22 Foot mat is placed in front of each bed side where guest(s) sleep; guest slippers are placed on the foot mat
- 23 Fresh ice is added into the ice bucket
- 24 Any relevant guest information or requests are communicated across shifts and departments
- 25 Any relevant guest preferences are captured in the guest profile to personalise future stays



Housekeeping – Guest Requests, Laundry & Shoe Polish Service

Guest Requests

- 1 If guest has requested the delivery of specific items or asked for laundry or shoe polish; we arrive to the guest room within ten minutes unless advised otherwise
- 2 The requested items that are delivered to the room are elegantly presented
- 3 The service or resolution provided fully and accurately meets the guest's need

Laundry

- 4 Regular laundry, express laundry and pressing are available daily
- 5 If available, dry cleaning is offered in-house or outsourced. Guest is informed about time frame and cost
- 6 If guest requested laundry service, we warmly greet the guest by name, collect the items, clarify the requested service and time and date of return
- 7 We are flexible with urgent guest requests and try to accommodate our guest request
- 8 All guest clothing is handled with utmost care
- 9 We inform guests of any existing damage or stains prior to washing the item
- 10 Minor repairs are carried out automatically, i.e.,

replacing a missing button or a sewing a torn seam

- 11 Folded items are returned in a reusable laundry box with luxurious presentation
- 12 Laundry box is placed in the closet or any other area that is easily visible during Magic Service or Turndown Service
- 13 Hanging items are neatly returned on high quality hangers with non-slip inserts on hanger for trousers, men's shirt top button is unbuttoned. Any dry-cleaning tags or plastic covers have been removed
- 14 Items are returned within ten minutes of the requested time

Shoe Polish & Cleaning

- 15 If guest called for shoe polish/ cleaning service, we warmly greet the guest by name. We use a shoe box or tray for collecting the guest shoes. We clarify the requested service and time and date of return
- 16 We are flexible with urgent guest requests and try to accommodate our guest request
- 17 Guest shoes are handled with utmost care
- 18 Polished shoes are returned with wooden shoe tree (if available) and wrapped individually with luxurious presentation
- 19 Shoes are placed in the closet or any other area that is easily visible
- 20 Shoes are returned within ten minutes of the requested time

F&B – Dining, Bar & Lounge

Facility & Atmosphere

- 1 The environment is comfortable, temperature and lighting are appropriate. If music is played, it is in a style suitable to the venue and the volume is comfortable
- 2 If live music/entertainment is provided, it is professional and polished in execution
- 3 Portable phone power banks with charging cables for most common mobile phone brands, reading glasses, lens cleaning wipes and pashminas are available upon request
- 4 Service stations, bar counters and visible back areas are clean, tidy and neatly maintained
- 5 The venue looks well-organized and has a professional appearance; tables are uniformly set

Welcome

- 6 We warmly welcome our guest to the restaurant with a proper greeting and using their name
- 7 We escort our guest to their table and proactively offer chair assistance
- 8 If waiting would be required, a comfortable waiting area is available, the approximate waiting time is quoted
- 9 For in-house guests, housekeeping is informed for Magic/Turndown Service

Order Taking, Delivery & Culinary Standards

- 10 Once our guest is seated, we introduce ourselves with our name
- 11 For children, we readily present age-appropriate amenities
- 12 Table is in excellent condition and set up meal-period appropriate. Number of covers is adjusted to number of guests
- 13 Tableware is in excellent condition, clean and polished
- 14 Cloth napkins are in excellent condition, clean and pressed
- 15 After the guest is seated, cold/hot towel is presented on a tray and recollected after use
- 16 We hand our guest the printed menu or offer to download the menu via QR code and take beverage order. Beverage order is repeated
- 17 The menu is grammatically correct and in pristine condition if printed. Menu without prices is available upon request
- 18 Menu offers healthy and vegetarian/vegan options. If our guest has a special request or allergies/intolerances, we are flexible to create dishes in accordance with those requirements
- 19 Dishes containing gluten, dairy and nuts are noted on the menu
- 20 If asked for menu recommendations or details of menu items or beverage offerings, we provide helpful information
- 21 We check if our guest has any allergies or food preferences. Manager to take ownership and follow up
- 22 Orders are repeated

- 23 After ordering, beverages are served within five minutes, starters within ten minutes and main courses within 20 minutes unless requested otherwise by the guest. The pace of the meal is consistent. Should there be a delay, guest is informed by the management team
- 24 Refills of beverages are readily offered and promptly provided. Water is topped up throughout the meal
- 25 Meals for children are offered to be served first
- 26 All items ordered are served accurately and server does not have to ask who ordered what
- 27 Foods use highest quality, locally sourced, seasonal ingredients with great flavours
- 28 Food presentation is simple and unsophisticated and carefully plated
- 29 Cooking is done properly and as requested
- 30 Portion sizes are appropriate
- 31 For guests who are engaged in a conversation, on the phone or working, we provide discreet and unintrusive yet attentive service
- 32 Management does quality checks and asks the guest about any feedback regarding their dining experience
- 33 Dishes are cleared once all guests have finished. Guest conversation is not interrupted
- 34 Should our guest need assistance with directions to the restroom, we assist by pulling the chair, escort them to the entrance of the restroom and return to their table to rearrange the table neatly including replacing the napkin

- 35 Any relevant guest allergies and preferences are consistently and timely communicated across shifts and outlets to cater guests during future meals. Any relevant preferences are captured in the guest profile for future stays
- 36 We do not decline any request without offering appropriate alternatives

Bar & Lounge

- 37 Beverage menu includes signature cocktails, beers, wines, and liquors. Menu features a minimum of three red wines, three white wines and one champagne/sparkling wine by the glass. A selection of non-alcoholic beverages is available
- 38 The menu is grammatically correct and in pristine condition if printed
- 39 If asked for recommendations or details of beverages and bar offerings, we can suggest a drink and articulate the taste, smell, texture and any additional distinctive elements
- 40 Should our guest ask for a drink that is not on the menu, we can creatively suggest an option based on guest needs. Once the drink has been served, we follow up with the guest
- 41 Follow-up rounds are discreetly offered promptly of glass a quarter filled
- 42 Wine by the glass service includes demonstration of the label, offer of a tasting sample and pouring at the table. A glass of water is offered
- 43 Beverages are served in high quality glassware appropriate to the drink
- 44 All drinks are served on linen or other distinctive coasters
- 45 Beverages are served at the appropriate temperatures
- 46 Mixed drinks and cocktails have a well-balanced flavour, are appropriately garnished and all beverages are prepared precisely as specified by our guest
- 47 Iced beverages are served with the appropriate style of ice



F&B – In-Room Dining

Order Taking

- 1 When receiving a call, our tone of voice is calm and clear using the local greeting and the appropriate greeting of the day. We smile and show genuine excitement to have received the call
- 2 We address our guest by name
- 3 We show genuine care for our guest. We are flexible to meet guest request or offering appropriate alternatives
- 4 We can capably answer questions about the food items and beverage offerings
- 5 We proactively offer additional menu items, such as starters, desserts, or beverages
- 6 We always ask our guest for permission before placing the call on hold
- 7 We don't place a phone call longer than 30 seconds on hold without offering call-back
- 8 At the end of the call, we repeat the details of the order for confirmation and quote the estimated delivery time
- 9 We thank the guest for their order and close the interaction with a polite and appropriate remark and wait until the guest hangs up the phone

Delivery

- 10 The order is served within ten minutes of the mentioned delivery time
- 11 Before knocking on the door, any wrappings or covers are removed and labels are facing the guest
- 12 We greet our guest with a genuine smile, mention the guest's name and ask for permission to enter
- 13 We remove our shoes and place them neatly before entering (if part of local culture)
- 14 For destinations with the risk of insects or mosquitoes, we are mindful to close the door behind us
- 15 We naturally use the guest's name throughout the conversation
- 16 We are well versed about the entire room, namely room amenities and lighting functions
- 17 We ask the guest where they would like to sit and whether the seating arrangement is comfortable
- 18 Should a flower/plant be available in the room, we place it on the table setup provided if there is space
- 19 Wine by the glass is presented in the bottle, a tasting sample is offered before pouring the wine. For tea service, with permission of the guest, tea is poured and steeping time is informed
- 20 Hot food items and beverages are hot when served; cold food items and beverages are chilled; frozen items are firm at the time of consumption

- 21 All ordered items are accurately served and as requested
- 22 Tray or in-room dining cart is in excellent condition and completely clean
- 23 Tableware is in excellent condition, clean and polished
- 24 Cloth napkins and tablecloths are in excellent condition, clean and pressed
- 25 Service is conducted without excessive delays or interruption
- 26 We verify with the guest if they call for collection or if we should return at a specific time
- 27 Before leaving the room, we offer our assistance with any specific requests showing genuine interest and care
- 28 We close the interaction with a polite and personalised remark, wishing the guest a pleasant meal

Collection Call

- 29 When receiving a call, our tone of voice is calm and clear using the local greeting and the appropriate greeting of the day. We show genuine excitement to have received the call
- 30 We address our guest by name
- 31 We ask about the meal experience and proactively offer additional menu items (e.g. dessert, digestif, etc).
- 32 We thank the guest for their call and close the interaction with a polite and appropriate remark and wait until the guest hangs up the phone

Collection

- 33 Soiled dishes are removed within 15 minutes after the call, or within five minutes of the pre-arranged time
- 34 We greet our guest with a genuine smile, mention the guest's name and ask for permission to enter
- 35 We remove our shoes and place them neatly before entering (if part of local culture)
- 36 For destinations with the risk of insects or mosquitoes, we are mindful to close the door behind us
- 37 We collect all items without excessive noise or delay
- 38 Before leaving the room, we offer our assistance with any specific requests showing genuine interest and care
- 39 We close the interaction with a polite and personalised remark

F&B – Pool & Beach Service

Welcome

- 1 We warmly welcome our guest with the proper greeting of the day, readily smile and use the guest's name
- 2 We escort our guest to their chair or daybed and offer our assistance with the set up
- 3 Our guest is made completely comfortable. There is adequate space and privacy. If children or groups of guests are present, it is possible to select chairs isolated from others
- 4 Once our guest is seated, complimentary water is proactively provided
- 5 Housekeeping is informed for Magic/Turndown Service

Amenities & Assistance

- 6 The pool deck/beach is well-organised, clean and has a professional appearance; vacated loungers and used serveware are cleared immediately
- 7 If provided, restrooms are well-stocked, clean and well-maintained
- 8 All chairs, tables and umbrellas are clean and in excellent condition
- 9 Towels are neatly folded and placed on sunbeds
- 10 The pool deck/beach provides adequate sun protection measures, including shade options, sunblock products and aloe vera displayed in labelled dispensers. All products should be eco-friendly, natural, plant-based, no paraben, no synthetic, and animal-cruelty free
- 11 The pool deck/beach provides a variety of activities and/or amenities for complimentary use (e.g., water equipment, goggles, kids toys, etc.)

- 12 Poolside/ beach menu is available, offering an interesting variety of food and beverages. The menu is grammatically correct and in pristine condition if printed. QR code as alternative
- 13 Hourly complimentary surprise refreshments are offered
- 14 Ample towels are provided, they are clean and in excellent condition. Soiled towels are stored discreetly
- 15 Every time a guest leaves the chair/daybed, we arrange guest items or fold towels or any clothes
- 16 Sunglass cleaning service is offered

Farewell

- 17 We close each interaction with polite and appropriate remark and a genuine smile
- 18 Once guest is leaving, we offer to arrange transportation back to their room (if applicable)
- 19 Any relevant guest information or requests are consistently and timely communicated across shifts and departments
- 20 Any relevant guest preferences are captured in the guest profile to personalise future stays

Spa – Reservation Call

- 1 When receiving a call, our tone of voice is calm and clear using the local greeting and the appropriate greeting of the day. We show genuine excitement to have received the call
- 2 We readily smile and use the guest's name throughout the conversation
- 3 We ask guiding questions to ascertain the guest's preferences and interests to customise our recommendations
- 4 We always ask our guest for permission before placing the call on hold
- 5 We don't place a phone call longer than 30 seconds on hold without offering call-back
- 6 We can readily describe all spa facilities, services and products including details on treatments and techniques
- 7 If a treatment or time is not available, we offer appropriate alternatives
- 8 If multiple treatments are booked, we guide our guest with the sequence of time and service
- 9 We ask for preference of male/female therapist
- 10 We can effectively provide directions to the spa. For in-house guests we offer to arrange a pick up service
- 11 We clearly explain deposit and cancellation policies and any applying penalty charges
- 12 We invite our guest to come to the spa early to enjoy the other spa facilities or to relax before the treatment
- 13 At the end of the call, we repeat the details of the reservation for confirmation

- 14 We thank our guest with enthusiasm and close the conversation with a polite and personalised remark and link the greetings with the purpose of the call
- 15 The call is handled without excessive delays or interruptions
- 16 If applicable, confirmation is sent within 12 hours after the call. Any correspondence sent to guest email/guest room is accurate and grammatically correct
- 17 After the call, all elements of the reservation are accurately entered into the spa reservations system
- 18 Any relevant guest information or requests are communicated across shifts and departments
- 19 Any relevant guest preferences are captured in the guest profile to personalise future stays

Spa – Spa Experience

Facility & Atmosphere

- 1 The spa environment is comfortable, temperature and lighting are appropriate. If music is played, it is suitable in style and the volume is comfortable
- 2 The spa reception and any visible back areas are clean, tidy and neatly maintained
- 3 If waiting is required, a comfortable waiting area is available
- 4 Locker rooms and/or restrooms are conveniently located and are organised, clean and well maintained
- 5 Appropriately sized towels are conveniently available and neatly arranged; used towels are disposed discreetly
- 6 All amenities are thoughtfully presented on or in high quality service ware
- 7 The spa menu and other collateral are in pristine condition

Welcome

- 8 We warmly welcome our guests to the spa with genuine excitement and a ready smile
- 9 We greet the guest using their name and the local greeting. For return guests to the spa, an appropriate remark is made
- 10 We escort our guest to the relaxation lounge and invite them to take a seat
- 11 Cold/hot towel is presented on a tray and recollected after use
- 12 Welcome beverage is offered with a local touch and/or with specific benefits for the upcoming treatment
- 13 If waiting would be required, the approximate waiting time is quoted. We offer our guest to use the spa facilities while waiting
- 14 The arrival experience is calm, unrushed and relaxing
- 15 For in-house guests, housekeeping is informed for Magic/Turndown Service

Orientation

- 16 The spa therapist introduces herself/himself
- 17 Consultation form/iPad is already pre-populated with guest name, room number and any other known information.
If printed, consultation form is in pristine condition
- 18 Any areas highlighted in the consultation form are discussed with the guest. We ask for any other information or special requests that are not mentioned
- 19 We reconfirm the type and duration of the booked treatment(s)
- 20 We describe the treatment and check regarding allergies or medical concerns
- 21 For guests visiting the spa for the first time, orientation of the spa facilities is offered. Orientation is unrushed and helpful
- 22 We escort the guest to the locker rooms or directly to the spa suite

Spa Suite & Treatment

- 23 Spa suite and set up is extremely luxurious
- 24 At any time during and after the treatment, the ambiance is relaxing, quiet, private and comfortable
- 25 If the guest is wearing jewellery, we politely ask them to please remove it and place it on a tray
- 26 We are mindful of a relaxing experience and avoid conversations unrelated to the treatment

- 27 We show complete respect for guest privacy. Should we leave the spa suite while guest is getting undressed, we discreetly knock before entering
- 28 We ask the guest if the music, room temperature and lighting are comfortable
- 29 We check if our guest is completely comfortable before starting the treatment
- 30 Treatment starts at the scheduled time; duration is as indicated or longer
- 31 The treatment begins with the Aman ritual: Start with gentle touch on the towel from foot to top. Invite the guest to breath in deeply three times with oil guest has previously chosen. With our hands on neck and spine, we take a moment to concentrate and relax, then start treatment according to spa SOP
- 32 If at any point the guest advises us of any discomfort, we apologise and take immediate corrective actions
- 33 At the end of the treatment, we perform the closing ritual. A hot towel is used for each foot
- 34 If the guest is sleeping, we wake them up very gently and ask how they are feeling
- 35 After the treatment, the spa suite looks tidy with any used items are neatly arranged

After Treatment & Farewell

- 36 After the treatment, the guest is given enough time to change in the spa suite or to get ready to be escorted to the locker room or relaxation area
- 37 We remind our guest to take any personal belongings and jewellery with them
- 38 We offer a glass of water (tap, filtered or local) or any other beverage after treatment. Guest does not feel rushed and is informed to take as much time as they need
- 39 For outside guests, the bill is discreetly presented, bill is accurate, and settling is efficient
- 40 We offer to call buggy (if applicable)
- 41 Before the guest leaves, management asks for their spa experience and thanks the guest for their visit. We invite them to return and bid cordially farewell with the appropriate greetings and escort them to the exit
- 42 Any relevant guest information or requests are communicated across shifts and departments
- 43 Any relevant guest preferences are captured in the guest profile to personalise future stays



Spa – Fitness

- 1 The fitness room provides a fresh and comfortable workout environment and is clean and well-maintained
- 2 The fitness room is spacious and arranged in a convenient manner
- 3 A variety of fitness equipment is provided; all equipment is clean and in excellent working order
- 4 Free weights and other fitness equipment are of high quality, professional grade
- 5 Locker rooms and/or restrooms are conveniently located nearby and are organized, clean and well maintained
- 6 Personal headsets (not single-use) are available upon request, the earpieces are fresh and hygienic
- 7 Bottled water and/or flavoured water is available within the fitness room. Water should be tap, filtered or local
- 8 Fresh fruits and/or snacks are available in or near the fitness area
- 9 Appropriately sized towels are conveniently available and neatly arranged; used towels are disposed discreetly
- 10 Chilled towels are available
- 11 All amenities are thoughtfully presented on or in high quality service ware
- 12 If fitness classes or personal training are available, they are introduced to all guests
- 13 Fitness trainers or attendants circulate the fitness room regularly, making themselves available for our guest



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