

Compétition Nationale WorldSkills Marseille 2025

Hotel Information Package

Skill 56 HOTEL RECEPTION

This document provides information and context for the competition. Competitors are expected to act as if they were working as a full-time Receptionist in this hotel.

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Hotel information

Nestled in the heart of Luxembourg's old town, this hotel offers 30 luxurious rooms and suites.

Spread across seven unique houses, it has been carefully restored to blend historic charm with modern comforts.

The hotel gradually reveals its enchanting atmosphere through winding staircases and curved corridors, reminiscent of a mythical palace.

We remain humble and focused, dedicated to our guests, so that our roof becomes their Luxembourgish home, a unique address: Le Place d'Armes.

Every day at Place d'Armes, we strive to make that light sparkle in our customer's eyes...

Hotel Fact Sheet

| Keys Facts | |
|---|---|
| Address 18 place d'Armes L-1136 Luxembourg | Web https://www.hotel-leplacedarmes.com |
| Phone +352 27 47 47 | Email contact@leplacedarmes-hotel.com |
| Description | |
| <p>Located on the site of a former printing house in an 18th-century listed building, Le Place d'Armes consists of several interconnected structures. These buildings are now seamlessly linked by a series of elevated terraces and verandas, forming an elegant townhouse. The hotel features charming patios, terraces, and cozy indoor spaces, creating a unique and inviting atmosphere.</p> | |
| Check-in time 3pm | Check-out time 11am |
| Bedrooms | Suites |
| 5 Classic rooms 2 Classic corporate rooms 5 Deluxe rooms 6 Executive rooms | 4 Suite Junior 7 Suite prestige 1 Suite Cristal |
| KPI | |
| Guest profile Luxembourg : 37% US : 30 % Europe: 22% Asia: 8% Moyen Orient : 3% | Segmentation Business : 80% Leisure : 20% |
| Food and beverage | |
| Restaurant La Cristallerie Le Plëss Le Café de Paris Le 18 Room service | Hours of operation Monday to Friday 7pm to 10pm Every day from 12am to 3pm and from 7pm to 10pm Every day from 12am to 10pm Everyday from 5pm to 1am 24/7 |
| Wellness | |
| Services Salle de fitness Hammam Body and facial treatments Manicure Pedicure Massages Personal trainer | Hours of operation Every day 24/24H From 10am to 10pm Upon request Upon request Upon request Upon request Upon request |
| Meeting room | |
| Salon Mansfeld Salon Vauban Louvigny private office L'Oenothèque | From 24 to 30 guests 12 guests 6 guests 20 guests |

Guest rooms

| Room Category | Number of room | Size | Maximum Occupancy | Bar rate |
|-------------------------|----------------|--------------|-------------------|----------|
| Classic rooms | 5 | 25m2 | 2 | 420€ |
| Classic corporate rooms | 2 | 25m2 | 2 | 530€ |
| Deluxe rooms | 5 | 32m2 | 2 | 630€ |
| Executive rooms | 6 | 35m2 to 42m2 | 2 | 730€ |
| Suite Junior | 4 | 45m2 | 2 | 820€ |
| Suite prestige | 7 | 59m2 | 4 | 1180€ |
| Suite Cristal | 1 | 65m2 | 2 | 2000€ |

Classic rooms

Our Classic Rooms overlook the Place d'Armes Hotel inner intimate courtyards. Welcoming and sophisticated, each room holds a unique design. Each offering a delightful escape where you will find a corner desk and a luxurious marble bathroom.

Room features:

One Queen Size double bed

Max. 2 guests

Bathtub or shower

Possibility to connect with a Deluxe room

Classic corporate rooms

Our Classique Corporate rooms, are designed for our business clientele wishing to stay at the Hôtel Place d'Armes. Welcoming and refined, the design of each room is unique. Each Classique Corporate room features a desk area and a bathroom with shower or bathtub. These facilities combine comfort and relaxation, for a business stay in the heart of Luxembourg.

Room features:

Max. 2 guests

One Queen sized bed

Bathtub or shower

Desk area

Deluxe rooms

Our Deluxe rooms feature unique architecture, from old wooden ceilings with soothing colors to blue delights, red purple headboards, or tastefully refurbished fireplaces. Each room offers a comfortable getaway with a corner desk and a luxurious marble bathroom with a bathtub and integrated shower.

Room features:

Queen Size double bed or twin bed

Max. 2 guests

Corner desk

Shower and bath

Smart home tablet : Sound, light, shades, temperature control

UHD Multimedia Sound System

Possibility to connect with a Classic room

Executive rooms

Our Executive Rooms epitomize elegance and charm with unique designs, including glass cube bathrooms, ancient fireplaces, wooden beams, or small balconies overlooking an intimate courtyard. Each room offers a comfortable getaway with an armchair and a luxurious marble bathroom.

Room features:

Queen Size double bed or twin bed

Max. 2 guests

Bathtub with an integrated shower

Lounge area with sofa

Smart home tablet : Sound, light, shades, temperature control

UHD Multimedia Sound System

Possibility to connect with the Suite Crystal

Suite Junior

Our Junior Suites offer a large bedroom with a spacious living room and a corner desk. Every Junior Suite explores a unique design similar : Victorian style, under the wooden beams, purple delight or with a grand terrace, every single Suite has its own precious character.

Room features:

Queen Size double bed or twin bed

Bathtub with an integrated shower

Multi Styler Dyson Airwrap

Smart home tablet : Sound, light, shades, temperature control

UHD Multimedia Sound System

Living room with a corner desk

Max. 2 guests

Suite prestige

These designer suites feature a spacious living room and office area, most of which overlook the Grand-Rue and its famous luxury boutiques. On the other hand, the bedroom overlooks an inner courtyard for added comfort and tranquility.

Some suites feature a sofa bed (160*200) that can accommodate an additional 2 people, for a family stay.

Room features :

Queen Size double bed or twin bed

Bathtub with an integrated shower

Max. 4 guests

Street or courtyard view

Multi Styler Dyson Airwrap

UHD Multimedia Sound System

Smart home tablet : Sound, light, shades, temperature control

Living room with a corner desk

Suite Cristal

Open the majestic Cristal Suite door and step into a "Grand Siecle" atmosphere. This spacious suite features a large separate living room with 17th-century splendor, an office area, ancient furniture, and precious chandeliers. The living room leads to a spectacular bedroom. Located in the heart of Luxembourg, it offers a journey back to ancient times.

Room features:

King Size double bed or twin bed

Bathtub with an integrated shower

Living room with a corner desk

Multi Styler Dyson Airwrap

UHD Multimedia Sound System

Smart mirror AI (Forecast, Beauty and health diagnostic, interactive fashion)

Smart home tablet : Sound, light, shades, temperature control

Possibility to connect with an executive room

Max. 2 guests

Reservations

Sales conditions

Accommodation Rates

Accommodation rates are quoted per night and in Euros. 3% local tax will be invoiced at time au check-out. There is no city tax.

Additional Person Policy

Based on room capacity, additional guests up to and including 2 years of age staying in the same guest room will be free of charge, with baby cots provided in all rooms except the Classic ones. For additional guests over 2 years of age, a fee of 100 Euros per night per person will apply, with no extra beds available—only sofa beds.

Accommodation Rate Inclusions

24-hour access to the gym

One hour of private access per room to our hammam upon availability. Due to high demand, we highly recommend booking your access at the same time as your reservation.

Air-conditioning

Mini-bar (Soft beverage are free of charge)

Safe

Private bathroom

Hair dryer

Flat-screen TV

24/7 room service

Iron board upon request

Nespresso machine and kettle

Bathrobes and slippers

Guest amenities

Accommodation Rate Exclusions

Other services and amenities than the ones listed above will be invoiced directly to the Guests.

Group Booking

Reservations of 5 rooms or more are subject to specific booking policies. For any group enquiry, kindly contact the hotel at sales@leplacedarnes-hotel.com

Payment Policy & Payment Methods

In order to ensure the security of the client's bank data, a payment link will be sent for all payments.

Fees are payable upon departure and can be settled in cash or by credit card (American Express, Visa and MasterCard).

Guarantee: According to the selected rate, a guarantee for at least the first will be charged as a deposit by credit card, cash, or wire transfer.

Guarantee at check-in: A guarantee of the stay's balance plus an additional €100 per room per night will be taken on arrival (cash or credit card).

Cancellation Policy

Every cancellation must be communicated by email and are only confirmed upon receipt of a cancellation email from the Hotel. Clients are responsible for any cancellation charges. For any refunds, bank charges will be paid by the guest. The hotel is not liable for personal issues, illness, flight cancellations, or unforeseen circumstances leading to a cancellation or stay modification. Cancellation policies are strictly applied, and in case of force majeure, proof is mandatory and your demand will be reviewed by the management team.

Modification Policy

Any changes to reservations within the specified periods require hotel approval and may incur additional charges. Shortened stays within these periods will be charged for the cancelled nights. Unused nights (early departure or late arrival) will be invoiced. Extending a stay may result in a surcharge. Reservations cannot be canceled by the hotel except in cases of force majeure, such as fire, flood, storm, strikes, or other uncontrollable events. If guests do not check in on the confirmed arrival day, the reservation will be considered canceled, and the room may be resold.

Liability

Sometimes accidents happen leading to breakages and/or damage during a Guest's stay on property. Please notify the Hotel straightaway if such an event occurs. The Hotel reserves the right to charge the Guests in full for the cost of making good that damage or breakage.

Smoking Policy

Le Place d'Armes is committed to providing Guests with smoke-free rooms. Please note that the interiors are non-smoking. For Guests who would like to smoke, the Hotel invites them to smoke outside the hotel. The Hotel reserves the right to charge the Guests up to 500 Euros, to cover the cost of deep cleaning.

Guest Behavior

Guests are requested to conduct themselves appropriately at all times and comply with hotel procedures regarding respect for the property, employees, and other guests. Please do not disrupt the comfort and enjoyment of others or the smooth running of the hotel. Le Place d'Armes reserves the right to refuse accommodation or services or to remove guests if this provision is breached. In such cases, no refund will be provided for lost accommodation or services.

Data Protection

We prioritize your privacy and data security. In Luxembourg, we comply with strict data protection laws, including the General Data Protection Regulation (GDPR), enforced by the National Commission for Data Protection (CNPD). Rest assured, your personal information is handled with the highest standards of confidentiality and security.

Applicable Law

This agreement shall be governed and construed in accordance with the laws of Luxembourg

Rates

Advance purchase

Full prepayment required.

10% off the BAR rate.

For the breakfast included please pay 30€ per guest.

The full stay is charged on the credit card at the time of booking. Nonrefundable, non-cancelable, no changes.

Bar

The best rate available is always guaranteed with direct booking.

For the breakfast included please pay 30€ per guest.

Free cancellation 24h hours prior arrival (before 4pm D-1)

In case of late cancellation one night will be charged

A credit card is used as a guarantee

Luxembourgish stay

Bar + 100€ per guest

Included a lunch or dinner at our restaurant Le Plëss 5 (One starter, one main course -except La Rôtisserie, one dessert)

Breakfast included

Free cancellation 24h hours prior arrival (before 4pm D-1)

In case of late cancellation one night will be charged

A credit card is used as a guarantee

Specials Sundays

Bar + 60€ per guest

Only available on Saturdays night

Included a Brunch

Free Late check-out up to 4pm

Free cancellation 24h hours prior arrival (before 4pm D-1)

In case of late cancellation one night will be charged

A credit card is used as a guarantee

Regular customers

A discount is added on the rate chosen for our most regular customers (except advance purchase)

10% 10 nights per year (minimum 5 stays per year)

20% 20 nights per year (minimum 10 stays per year)

Free cancellation 24h hours prior arrival (before 4pm D-1)

In case of late cancellation one night will be charged.

A credit card is used as a guarantee.

Once unlocked the rate is applied until new and reset if not used for one year.

Overbooking

The hotel doesn't practice overbooking

Dayuse

Full prepayment required.

30% off the BAR rate.

Upon availability between 10am to 6pm

The full stay is charged on the credit card at the time of booking. Nonrefundable, non-cancelable, no changes.

Upsells

Early check-in:

Price for the night before

Late check-out:

Upon availability free until 1pm

Until 3pm: 25% price of the room

Until 6pm: 50% price of the room

After 6pm: Full price night

Upsell to higher room category:

Use the Bar rate to calculate the difference

Receptionists get 20% of the extra revenue as a bonus

Corporate rates

A 15% discount is applied on the chosen rate (except advance purchase) Free cancelation 24h hours prior arrival (before 4pm D-1)

In case of late cancelation one night will be charged.

The company guarantees the stay.

Unless otherwise stated, the agency pays for the stay, the client pays for the extras.

It is the company's responsibility to pay the bill within 1 month after departure.

| Company | Room type | Billing Instructions |
|--------------------------------------|------------------------------------|---|
| ArcelorMittal | Classic corporate room | 24-26 Bd d'Avranches 1160 Bonnevoie-Nord-Verlorenkost |
| Subsea 7 | Classic and classic corporate room | 38 Grand-Rue 1660 Ville-Haute |
| Eurofins Scientific | All rooms except suites | 23 Val Fleuri 1526 Rollingergrund-North Belair |
| Banque et Caisse d'Epargne de l'État | Deluxe and executive rooms | 1 Pl. de Metz 1930 Gare Luxembourg |
| European Investment Bank | All | 98-100 Boulevard Konrad Adenauer 2950 Kirchberg-Plateau Luxembourg |

Travel agency rate

A 10% discount is applied on the chosen rate (except advance purchase) Free cancelation 24h hours prior arrival (before 4pm D-1)

In case of late cancelation one night will be charged.

The travel agency guarantees the stay.

Unless otherwise stated, the travel agency pays for the stay, the client pays for the extras.

It is the travel agency's responsibility to pay the bill within 1 month after departure.

American Express and Virtuoso

Booking through the official website of the OTA

20% off the BAR rate

Breakfast included for two guest

100 € food and beverage credit to use during the stay

Welcome beverage

Early check-in 12pm upon availability

4pm late check-out guaranteed

Hotel services

In-room services

24-hour access to the gym

One hour of private access to our hammam upon availability. Due to high demand, we highly recommend booking your access at the same time as your reservation.

Air-conditioning

Mini-bar (Soft beverages are free of charge)

Safe

Private bathroom

Hair dryer Dyson

Flat-screen TV

24/7 room service

Iron board upon request

Nespresso machine and kettle

Turn down service

Converters/ Voltage adaptors

Alarm clock

Bathrobe and slippers

On-demand movies and chromecast

Pillow menu

No smoking room

Wireless charging station

Smart key

Crib upon request

Digital room directory

Complimentary welcome drink upon arrival (For Suites only)

Dry-cleaning and Landry service with extra fees

Location & Transfers

24h Valet parking with 50€ charge per night.

Electric charging station

Car service upon request:

Taxi

Car or scooter rental

Car service with private driver

Arrival and departure transfers from train station and airports

Front desk

Open 24h a day

Front desk agents work as receptionist, concierge and guest relations.

Personalization of the arrival before arrival with a maximum budget of 50€ per guest if applicable

A budget of 300€ per receptionist and per guest is allocated to customer satisfaction

Currency exchange

Invoice upon request

Hotel guests have priority to book in our restaurants

Luggage storage

Accessibility

Some rooms have access for people with reduced mobility.

We offer wheelchairs and other adapted equipment upon request. Contact the front desk to organize your stay according to your needs.

Kids

Childcare service can be organized at front desk for additional fees

Crib upon request for free for child from 0 to 2 years old.

Sofa bed upon request in the room (upon availability) 100€ per night and per person

Connecting rooms 20% off if it is for children from 2 to 12 years old

Special setting for the little guests:

Plushie, amenities for sensitive skin, Bathrobes and slippers child size, adventure book to fill in with pencils.

Pets

Le Place d'Armes believe that your pet is an extension of your family and for this reason, we are more than happy to welcome your pet (cats and dogs max 15kg) as valued guests.

Our in-room pet charge is 50€ per day per animal.

Service dogs are always welcome and exempt of charges.

Special setting for the furry guests upon arrival:

Basket, bowl and snacks.

Pet sitting upon request, dog walking map and a list of dog friendly activities available at front desk.

Guests are kindly reminded they are responsible for any damage caused by their pets.

Please note that the Hotel reserves the right to charge an additional cleaning fee if applicable.

Food & beverage

Welcome to our property, where each restaurant offers a unique experience.

La Cristallerie

A melody inspired by the seasons and the produce, a cuisine of the moment that always prioritizes taste. Our Chef takes you on an unparalleled gustatory journey with creative and elegant dishes, offering an unforgettable culinary experience.

Le Plëss

The Plëss welcomes you every day in an elegant and warm atmosphere. In this brand new Rotisserie opened on the Place d'Armes and extended with a comfortable terrace.

Le 18

Le 18 is a vibrant, stylish bar with contemporary sophistication. Custom-made decor and furnishings create a felted club spirit, with eyes bouncing from patterns to textures.

Le room service

Our room service offers unmatched comfort and convenience, available 24/7. Enjoy a diverse and delicious menu from the privacy of your room. We provide fast, courteous, and personalized service to make your stay as pleasant as possible.

Breakfast

Enjoy our delightful breakfast buffet, served daily from 6:00am to 10:00am (until 11am Saturdays and Sundays) in the Le Plëss restaurant or in the comfort of your room. The buffet costs 40 euros per person and 15 euros for children aged 12 and under.

Don't miss our exceptional Sunday brunch, served from 11:00 AM to 3:00 PM. For 70 euros per person and 45 euros for children aged 12 and under, indulge in a diverse and refined gastronomic experience.

Wellness

Gym

Nestled beneath our vaulted cellars, discover our fitness room where you can train and unwind in a cozy environment.

Personal coaching session "NEAT, Expert Personal Trainers" upon request

Enjoy a complete and diversified equipment:

- Cross Trainer Technogym
- Waterrower rower
- NOHRD cable functional training station
- Suspension training
- Kettlebells and free weights
- Swissballs

Hamмам

Our hammam offers a serene and rejuvenating experience with a maximum capacity of 4 people. One hour of private access is included with each reservation upon availability. For additional time, it is €40 per hour. Due to high demand, we highly recommend booking your access at the same time as your reservation.

Massage booth

Our massage booth, located under our vaulted cellars, offers a serene and relaxing environment. We provide various treatments by appointment, including face and body treatments, manicures, pedicures, and massages. Our dedicated staff ensures a rejuvenating experience tailored to your needs. Please make a reservation at the front desk.

Meetings & Events

Function room

By going down a few steps, one might discover the hotel wonderful vaulted cellars made of natural rocks and carved stones, in which a few private salons can be found. Meetings, family gatherings or business lunches, those unique venues would fit any kind of occasions. Natural lights coming through glassed floors, light shafts and stones refined by time going by. Terraces and intimate inner courtyard are also available for events.

Salon Mansfeld

Capacity: 24 people in a boardroom style and 30 in a theater style.

This unique and sophisticated venue is ideal for meetings or business dinners, accommodating up to twenty-four people in a boardroom setup or thirty in a theater-style arrangement.

Salon Vauban

Capacity: 12 people in a boardroom style.

Sheltered under thousand-year-old vaulted caves, the Vauban is the most antique relic at Place d'Armes, refurbished to perfection. Ideal for private meetings, board meetings, lunches, or dinners, it comfortably accommodates twelve guests.

Louvigny Private Office

Capacity: 6 people in a boardroom style.

The charming small salon, Louvigny private office, is perfect for one-on-one interviews or meetings of up to six people.

L'Oenothèque

Capacity: 20 people in a cocktail-style

Located under a light shaft the œnothèque is the perfect place to hold an intimate cocktail or winetasting, around twenty people

Weddings

Celebrate your special day with us by organizing your wedding at our hotel. Our dedicated team will assist you in planning every detail, from the ceremony to the reception, ensuring a memorable and magical experience. With elegant venues and personalized service, we create the perfect setting for your dream wedding.

Events

In order to mark forever your best moments, the Place d'Armes team will create for you a unique and unforgettable experience such as:

- Birthday
- Wedding Anniversary
- Vow Renewal
- Bachelorette Party
- Private Party
- Honeymoon

Privatization

Imagine having the entire hotel exclusively for you and your guests. Our hotel offers the option to privatize all our facilities for your special event. Enjoy complete privacy and personalized service in a unique and luxurious setting. Whether it's for a wedding, corporate event, or a private celebration, our team is dedicated to making your experience unforgettable.

Hotel Standards Operating Procedures (SOP)

Reservation

1. Telephone conversation is calm and clear
2. The guest is always asked permission before being placed on hold
3. No telephone hold longer than 30 seconds without offering call-back
4. Staff is highly articulate and avoids slang and excessive use of phrase-fragments
5. Staff is polite and maintains a gracious tone and appropriate pace throughout the interaction
6. Staff exhibits a genuine sense of interest and concern for the guest
7. Staff leads the conversation and is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful
8. The guest's name is used naturally as a signal of recognition
9. Reservationist specifically thanks the guest for the booking and closes the interaction with a polite and appropriate remark
10. The guest is offered a choice of room rates and types when available and/or appropriate
11. Reservationist can readily describe the various physical elements in the guest room
12. Reservationist can describe hotel facilities and procedures with clarity
13. Reservationist can effectively provide directions and/ or transportation options and their associated costs
14. Reservationist clearly explains deposit and cancellation policies and any penalty charges
15. Reservationist offers hotel services, such as transportation service, dinner or spa reservations
16. Details of the booking are repeated for confirmation
17. A confirmation number is offered
18. Confirmation is offered and received within 24 hours of the call
19. Confirmation email is accurate
20. The guest is fully prepared for their stay after the call, and they look forward to their visit with positive anticipation
21. Cross-departmental channels of communication among staff are consistent and complete
22. The service is handled without excessive delays or interruptions

Arrival

1. Staff politely acknowledges the guest when appropriate and reasonably possible
2. Staff is highly articulate and avoids slang and excessive use of phrase-fragments
3. Staff is polite and maintains a gracious tone and appropriate pace throughout the interaction
4. Staff readily smiles and maintains an engaging expression
5. Staff makes eye contact and keeps focus on the guest
6. Staff exhibits a genuine sense of interest and concern for the guest
7. Staff is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful
8. Cross-departmental channels of communication among staff are consistent and complete
9. Staff perform the requirements of their department knowledgeably and proficiently. Staff can capably answer questions about the entire hotel or obtains effective and prompt assistance
10. The guest's name is used naturally as a signal of recognition
11. Staff closes interactions with polite, appropriate remarks
12. All staff encountered are wearing professional, clean and well-fitted uniforms
13. All staff encountered are extremely well-groomed while appropriately representing the property style
14. Staff maintains alert posture and behaves professionally in view of the guest
15. Staff does not decline any request without offering appropriate alternatives
16. If hotel transportation service is utilized, the appearance and hospitality skills of the staff are professional and courteous.
17. Luggage assistance is immediately offered by the staff
18. The guest is escorted or directed to the appropriate registration area
19. Time from arriving at reception area until registration is complete does not exceed five minutes
20. Guests are required to show a photo ID and credit card at check-in
21. Special requests or bookings made prior to arrival are confirmed during registration or upon entering guest room
22. All details of the reservation are accurate; departure date is confirmed during registration
23. The guest is escorted or directed to their room
24. Luggage service is secure, seamless and does not require the guest to identify or prompt for luggage at any time once a hotel staff member has collected it
25. Luggage is stored conveniently
26. Luggage arrives within 10 minutes of registration completion
27. Orientation to the hotel is discreet and helpful, consisting of only relevant and important facts that do not overwhelm the guest
28. Orientation to the guest room is discreet, helpful and appropriate to the location, including only facilities or services that might otherwise be overlooked or are unique
29. If guest room is not ready beyond hotel's check-in time, staff makes thoughtful suggestions to ensure the guest's comfort while they wait, and an estimated wait time is made known and honored within 15 minutes
30. Did the arrival process, staff or level of thoughtfulness stand out in any way?
31. The service is handled without excessive delays or interruptions

Departure

1. Telephone conversation is calm and clear
2. The guest is always asked permission before being placed on hold
3. No telephone hold longer than 30 seconds without offering call-back
4. Staff politely acknowledges the guest when appropriate and reasonably possible
5. Staff is highly articulate and avoids slang and excessive use of phrase-fragments
6. Staff is polite and maintains a gracious tone and appropriate pace throughout the interaction
7. Staff readily smiles and maintains an engaging expression
8. Staff makes eye contact and keeps focus on the guest
9. Staff exhibits a genuine sense of interest and concern for the guest
10. Staff is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful
11. Staff perform the requirements of their department knowledgeably and proficiently. Staff can capably answer questions about the entire hotel or obtains effective and prompt assistance
12. The guest's name is used naturally as a signal of recognition
13. Staff closes interactions with polite, appropriate remarks
14. All staff encountered are wearing professional, clean and well-fitted uniforms
15. All staff encountered are extremely well-groomed while appropriately representing the property style
16. Staff maintains alert posture and behaves professionally in view of the guest
17. If hotel transportation service is utilized, the appearance and hospitality skills of the staff are professional and courteous
18. Channels of communication among staff are consistent and complete - one does not have to fully repeat themselves and requests are conveyed to the appropriate staff
19. Staff does not decline any request without offering appropriate alternatives
20. Bellman arrives within eight minutes of departure assistance request; or within five minutes of pre- arranged luggage pick-up time
21. Time spent settling the folio does not exceed five minutes
22. Luggage service is secure, seamless and does not require the guest to identify or prompt for luggage at any time once a hotel staff member has collected it from the room
23. Staff accepting payment specifically thanks the guest and closes the interaction with a polite and appropriate remark
24. Staff proactively offers transportation assistance, not waiting for the guest to exit the hotel and seek transport
25. The final folio is offered to guest for review prior to processing
26. If a printed folio is provided, a folder or envelope is offered
27. If an emailed folio is requested, it is delivered within one hour
28. The final folio is accurate and easy to read
29. If applicable, posting/charge errors called to the attention of the staff are quickly and discreetly rectified with words of apology
30. There will be no unexpected charges posted to the folio; guests must have been advised in some obvious manner of all charges
31. Did the departure process, staff or level of thoughtfulness stand out in any way?
32. The service is handled without excessive delays or interruptions

Guest services

1. Telephone conversation is calm and clear
2. The guest is always asked permission before being placed on hold
3. No telephone hold longer than 30 seconds without offering call-back
4. Staff is highly articulate and avoids slang and excessive use of phrase-fragments
5. Staff is polite and maintains a gracious tone and appropriate pace throughout the interaction
6. Staff readily smiles and maintains an engaging expression
7. Staff makes eye contact and keeps focus on the guest
8. Staff exhibits a genuine sense of interest and concern for the guest and/or demonstrates anticipatory service
9. Cross-departmental channels of communication among staff are consistent and complete
10. Staff perform the requirements of their department knowledgeably and proficiently. Staff can capably answer questions about the entire hotel or obtains effective and prompt assistance
11. The guest's name is used naturally as a signal of recognition
12. All interactions are closed politely and appropriately
13. All staff encountered are wearing professional, clean and well-fitted uniforms
14. All staff encountered are extremely well-groomed while appropriately representing the property style
15. Staff maintains alert posture and behaves professionally in view of the guest
16. Staff does not decline any request without offering appropriate alternatives
17. Staff arrives to the room within 10 minutes unless advised otherwise
18. Requested items delivered to the room are high quality and elegantly presented
19. Two-hour pressing, same-day and express laundry/dry cleaning service are available on weekdays
20. Folded items are returned with luxurious presentation
21. Hanging items are neatly returned on high quality hangers, with non-slip inserts for trousers
22. The service or resolution provided by the staff meets the guest's needs and expectations
23. The service is handled without excessive delays or interruptions

Guest satisfaction

1. Comments and complaints must be dealt with by a manager on duty.
2. All comments or complaints no matter the subject should be dealt with immediately.
3. Guest should receive an answer or an update within 10 minutes.
4. If a manager is not available, reception has a budget of 300€ allocated to customer satisfaction to use on guests without prior consent. Anything above should be approved by management.
5. The answer or resolution provided by the staff meets the guest's needs and expectations.
6. The comment or complaint is resolved in full without excessive delays or interruptions.

Safety and security policy

In doubt, we trust hotel staff to use their best judgement.

Fire

If you spot a fire

If you feel safe to do, extinguish without putting yourself at risk

Press the closest alarm button / Call the security fire department at 112

Call management

If you hear the fire alarm, unless it is unsafe to do so:

Get out the services keys (master keys)

Retrieve emergency lists from Reservation System

Room Rack including stay-overs

Arrivals

Departures

Block the lifts

Calmly direct people out to the assembly point until the fire department arrives

Armed Robbery

Don't resist – be accommodating!

Try to stay calm

Give him/her money

Call security or police after the robber has left the hotel Call management & assist the security or police

Assault

Press panic bouton or call for help: 112 or 113

Do not put your own life at risk

As soon as possible, contact management

Bomb Threats

Try to keep calm

Speak calmly with the person making the threat. Ask and write down!

When will the bomb explode?

Where is the bomb?

Why have you left the bomb?

Who is behind the bomb threat?

Pretend that you can't hear. Ask again.

Ask a colleague to call the police

Do not disconnect the call

Connect on to another phone when they hang up and leave that phone off the hook Follow up

Write down everything you can

Call the Duty Manager

Gather the Crisis Group if necessar

Theft

Call the Duty Manager and follow up

Victim = guest

Help the guest to make a report and assist him/her as much as possible

Victim = our hotel

Talk to the Duty Manager then report to the police.

Write down a report and hand over to Duty Manager

Accidents

Keep calm

Depending on the situation, immediately call for help and/or call emergency services 112 If you can or if needed, perform first aid or call first aid officer

If it's a guest, always offer first aid or emergency services

Write down a report and hand over to Duty Manager

Food poisoning, bed bugs and other types of

Offer guest medical assistance, if needed call emergency services

Show empathy but DO NOT APOLOGIES

Ask as many questions and take as much details as possible, write everything down

Write down a report and hand over to Duty Manager

Sustainable Policy

At our hotel, we are committed to protecting the environment and promoting sustainability. We implement eco-friendly practices to reduce our ecological footprint and ensure a sustainable future.

Our initiatives include:

- **Waste Management:** We sort and recycle our waste to minimize the amount sent to landfills.
- **Energy Conservation:** We use energy-efficient lighting and heating systems to reduce our energy consumption.
- **Water Conservation:** We have installed water-saving devices in our rooms and facilities.
- **Local and Organic Products:** We prioritize local and organic products in our restaurant to support sustainable agriculture and reduce our carbon footprint.
- **Awareness:** We inform our guests and staff about eco-friendly practices and encourage them to participate in our sustainability efforts.

Together, we can help protect our planet while providing you with a pleasant and responsible stay

Label

SHe Travel Club

The hotel has implemented the SHe Travel Club label to attract female clientele and provide them with a personalized service. By earning this certification, the hotel demonstrates its commitment to safety, comfort, and tailored experiences designed specifically for women travelers. This initiative enhances the hotel's appeal to a growing audience seeking high-quality, thoughtful hospitality adapted to their needs.

- Enhanced Safety Measures : Secure locks and CCTV surveillance.
- Room Amenities: Female kits, High-quality bathroom products...
- Services and Activities : Safe transportation options...
- Staff Training: Safety awareness training...

Green key

The "Green Key" is an international ecolabel awarded to tourism establishments such as hotels, campsites, and restaurants that meet high environmental standards. It promotes sustainable practices in areas like energy and water conservation, waste management, and responsible purchasing.

Staff policy

At Le Place d'Armes we strive for employee satisfaction. We believe that happy employees will make our customers happy.

Housing or housing bonus

Time clock at the beginning and end of the shift: overtime recovered or paid

Staff discounts in the hotel and restaurants and with service providers

Tips on pay slips

Two consecutive days off per week

Uniform provided & laundered

One meal provided per day

Coverage of public transportation subscription

Thirteenth-month salary

Encouragement of internal promotions

Regular training

Participation in the social life of the company (birthdays, events...)

Values

- Excellence: We are committed to providing exceptional services and exceeding our guests' expectations at every opportunity.
- Integrity: We act with honesty and transparency, upholding the highest ethical standards.
- Team Spirit: We believe in the power of collaboration and mutual support to achieve our common goals.

- Innovation: We encourage creativity and innovation to continually improve our services and offer unique experiences to our guests.
- Commitment to Sustainability: We adopt eco-friendly and sustainable practices to protect our planet for future generations.

Hotel PMS System

The hotel PMS used is Asterio.

Groom policy and hotel uniform

Dark suit with pants or skirt, white shirt or blouse without fantasy, tie or scarf, belt, transparent tights or stockings or dark socks, Skirt should not reach above the knee.

Official identification of the competition on the chest.

Avoid inappropriate items by sticking to solid, neutral colors like black, dark blue or dark grey.

Dark shoes shined without any fantasy. Avoid slippers, sandals, open toes, platform shoes and high heels.

Short hair (until the chin) or caught, you can use light makeup, small earrings, but no rings (except wedding ring) and necklaces.

Nails should be short and clean; you can use nude colors or French manicure.

Annexes

1. Room rack
2. Events brochure
3. Wedding brochure
4. Restaurant Menus
5. Spa menu
6. Laundry price list
7. Mini-bar price list
8. Pillow menu
9. Map Luxembourg