

Our Guest

Our guests are independent and creative. They are taste-makers and their ideas are driving culture forward. When they travel, they look for more than just fun or relaxation. They seek out experiences that will inspire them and connect them with one another.

“Perception is two
parts heart, one
part brain.”

—*Ancient Proverb*



PARK MGM

Smile & Greet Hear Their Story

Connect: Make *genuine, personal connections* with our guests

- ◆ Smile and be first to greet guests and each other
- ◆ Ask questions regarding their stay and listen to their wants/needs

Own the Experience

Create: Find ways to *create moments* that make our guests feel special and that can be shared

- ◆ Give guests the right of way
- ◆ Show guests where to go, escorting when possible
- ◆ Take pride in yourself and the appearance of Park MGM
- ◆ Celebrate our guests' special moments

WOW! The Guest

Spark: *Spark curiosity and discovery* by introducing our guests to new experiences they will appreciate

- ◆ Share your knowledge of our amazing city!
- ◆ Find out what our guests are interested in and help introduce them to something new